Wired Headset

UH34 Release Note

November 2021, Version 4.410.0.55

Latest Firmware Versions

- Firmware Version:

  Yealink UH34: 4.410.0.30 upgraded to 4.410.0.55 Download Firmware.

- Applicable Models: UH34

What’s New

No.	Description
1	Speak mode supports 32K sample rate, both the speaker and microphone frequency response are 100Hz-10kHz.

Optimization

No.	Description
1	Compatible with 3CX Softphone.
2	Compatible with VMware Horizon environment, supports call control with softphone running in this environment.

Bug Fixes

No.	Description
1	[UH34 Mono] Fixed an issue that there is no sound when playing right channel audio.

UH36 Release Note

November 2021, Version 1.410.0.55

Latest Firmware Versions

- Firmware Version:

  Yealink UH36: 1.410.0.35 upgraded to 1.410.0.55 Download Firmware.

- Applicable Models: UH36

What’s New

No.	Description
1	Speak mode supports 32K sample rate, both the speaker and microphone frequency response is 100Hz-10kHz.

Optimization

No.	Description
1	Compatible with 3CX Softphone.
2	Compatible with VMware Horizon environment, supports call control with softphone running in this environment.

Bug Fixes

No.	Description
1	[UH36 Mono] Fixed an issue that there is no sound when playing right channel audio.

UH38 Release Note

July 2022, Version 12.420.0.20

Latest Firmware Versions

- Firmware Version:

  Yealink UH38: 12.420.0.10 upgraded to 12.420.0.20 Download Firmware.

- Applicable Models: UH38

What’s New

None

Optimization

No.	Description
1	Optimized the compatibility of the BT51

Bug Fixes

None

May 2022, Version 12.420.0.10

Latest Firmware Versions

- Firmware Version:

  Yealink UH38: 12.410.0.25 upgraded to 12.420.0.10.

- Applicable Models: UH38

What’s New

No.	Description

1	Added the feature that you can use the Yealink USB Connect to modify the UH38 Bluetooth device name, change the UH38 feature configuration, and pair it with BT51 quickly.
2	Added the feature that you can connect to PC through BT51 dongle, supporting all call control of app software (You need to buy the BT51 dongle separately).
3	Added the hearing protection features.
4	Added the Local RingTone feature.
5	Added the Mute Reminder feature.
6	Added the Equalizer for Calls feature.

Optimization

No.	Description
1	Optimize the call control logic when the USB is connected to the PC and multiple software are running at the same time.
2	Optimize the background noise effect of playing.

Bug Fixes

None

February 2022, Version 12.410.0.25

Latest Firmware Versions

- Firmware Version:

  Yealink UH38: 12.410.0.20 upgraded to 12.410.0.25 Download Firmware.

- Applicable Models: UH38

What’s New

No.	Description
1	Support exporting UH38 Real-Time Log through the Yealink USB Connect.
2	Support the volume adjustment of the UH38 can be synchronized with the mobile phone volume when only the mobile phone plays audio. (When the USB cable is connected to the computer and the Bluetooth is connected to the mobile phone.)

Optimization

No.	Description
1	Optimized the noise cancellation effect of calls.
2	Optimized the trigger conditions of the Smart Mute reminder feature.
3	Optimized the call and music noise when connecting Surface pro6 laptop via Bluetooth.

Bug Fixes

No.	Description
1	Fixed an issue that the UH38 fails to connect to some Android phones via Bluetooth.

2	Fixed an issue that the probabilistic call transmission noise caused by connecting to some SIP phones via Bluetooth.

Product Introduction

Datasheet

UH33 Datasheet

Yealink USB Headset

Yealink UH33 is a professional headset with the over-the-head style that eliminates background noise and helps you get in your concentration zone and focus. Coupled with wideband audio technology and HD voice, the UH33 delivers richer and clearer conversations, as well as reduces listening fatigue. Simple plug-and-play setup permits you to merely use the USB port to the USB-supported Yealink IP phones, plug it into the USB port or 3.5 mm jack to your laptop, or use the 3.5 mm jack straight into your smart device. Get easy access at your fingertips via the intuitive control unit to the frequently-used functions, such as accept incoming calls, adjust volume and mute the microphone. Yealink UH33 stands its unique position in the market with the combination of exceptional comfort, durable life-cycle, premium quality, and brilliant sound.

Scenarios

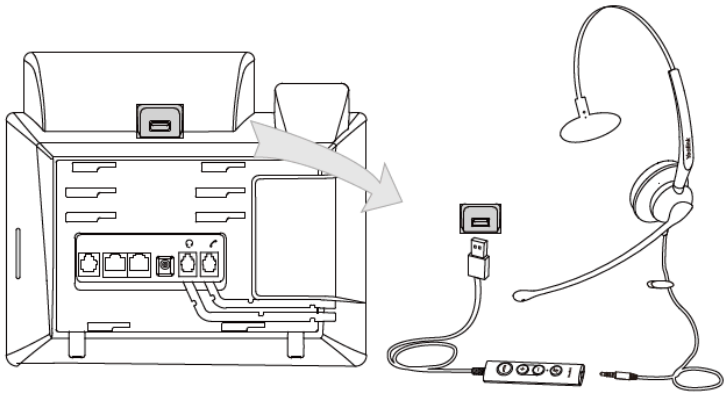
Suitable for daily office use and call center.

Specifications

Specifications	Introduction

Main Features	· Supports SIP T41S/T42S/T46S/T48S/T53/T53W/T54W/T57W/T58A/VP59 · For T41S/T42S/T46S/T48S: upgrade to the version 82 or higher · USB and 3.5 mm connectivity to laptop and smart device · Simple call management via control unit · Integrated LED indicator and warning tone · Active Protection technology safeguards users from acoustic injury · HD Voice/Wideband speaker performance and noise cancellation · 330° bendable boom arm for easy adjustment without breaking
General	· Cord length: HS cable: 1.2 m; Control cable: 0.9 m · Connection: 3.5 mm jack, USB 2.0 · Supported operating systems: · Microsoft Windows®, Apple Mac OS · Color: Black
Microphone	· Microphone type: Noise-cancelling · Frequency response range: 100-8 kHz · Microphone bandwidth: Wideband · Microphone Sensitivity: -38.0 dB re. 1V/Pa
Speaker	· Speaker type: 90±15% · Frequency response range: 112 Hz-8.5 kHz · Speaker bandwidth: Wideband · Speaker Sensitivity: 96 dB SPL+/-3 dB SPL · Speaker Impedance: 90±15% · Speaker input power: normal: 20 mW; Max: 80 mW
Control unit	· Answer/End a call · Volume up/down · Microphone mute · Redial last outgoing call · Reject incoming call
Package Features	· Package content: - UH33 - Leather ear cushion - Foam ear cushion - Headset hanger · Qty/CTN: 20 PCS · N.W/CTN: 2.6 kg · G.W/CTN: 3.2 kg · Giftbox size: 135 mm x 155 mm x 60 mm · Carton Meas: 330 mm x 320 mm x 295 mm

When you use UH33 in some uncertified communication platforms, as a minimum, it works as audio only.



For more information, please go to the Yealink official website.

UH34 Datasheet

Yealink USB Wired Headset

UH34: Leather ear cushions UH34 Lite: Foamy ear cushions

The Yealink UH34/UH34 Lite, available in monaural (UH34/UH34 Lite Mono) and binaural (UH34/UH34 Lite Dual), is a professional USB wired headset with crystal clear audio. The UH34/UH34 Lite offers a lightweight, comfortable form to wear, even for an entire workday. It’s suitable for workers who spend a lot of time wearing headsets for voice communications. Provided with Yealink USB Connect software and Yealink Device Management Platform/Cloud Service, you can easily check the device information and upgrade the firmware of one or multiple UH34/UH34 Lite headsets.

UH34 Lite Mono
UH34 Lite Dual

UH34 Mono
UH34 Dual

Scenarios

Suitable for daily office use and call center.

Key Features

Simple and Flexible Connectivity

Runs right out of the box, and a USB plug-and-play setup makes the connectivity to the PC. You can enjoy a reliable call experience with soft clients. Perfect match with Yealink IP phones give you optimized audio quality.

Ultra-lightweight, All Day Wearing Comfort

Built for comfort with soft ear cushions and ultra-lightweight materials, the UH34/UH34 Lite is 10%~30%* lighter than other conference headsets in the same range. Its ergonomic design makes this headset comfortable for enouall-daylong conference calls and all-day use. (* Test data provided by Yealink Lab)

Unparallel Audio Experience

Made for calls and music, UH34/UH34 Lite is kitted out with a high signal-to-noise ratio speaker and independent cavity design. The passive noise cancellation creates a richer and clearer conversations with reduced background noise.

Intuitive Controller

The hand-held controller with LED indicator provides easier access to key call control capabilities, including answer call, end call, reject a call, and mute/unmute.

Specifications

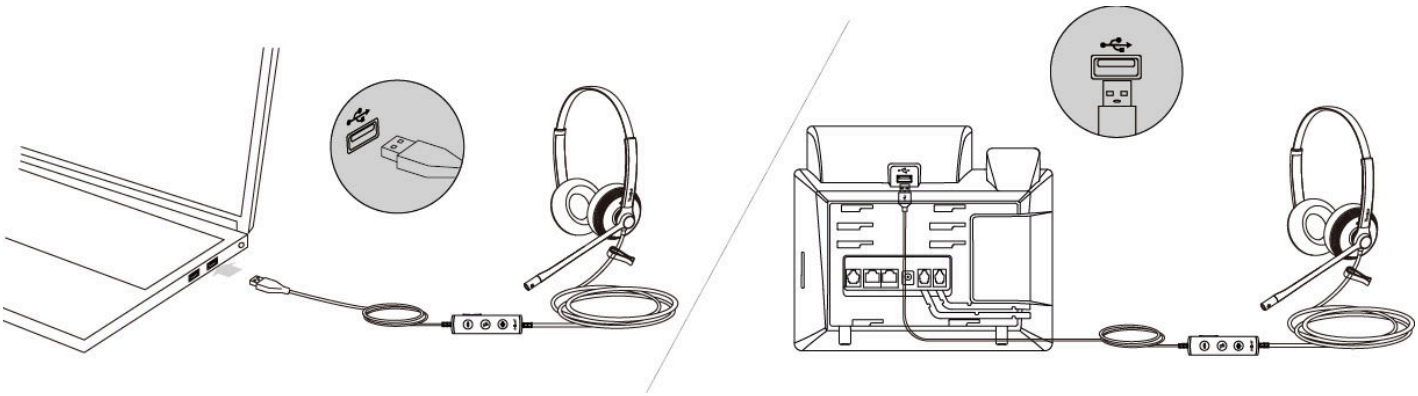
Specifications	Introduction
Main Features	· Plug-and-play - USB connectivity to Yealink IP phones, including T41S/T42S/T46S/T48S/T42U/T43U/T46U/T48U/T53/T53W/T54W/T57W/T58A/VP59 (T41S/T42S/T46S/T48S should be upgraded to version 82 or higher) · HD Voice/Wideband speaker performance · Noise-canceling microphone and passive noise cancellation · ActiveProtection technology safeguards users from acoustic injury · Integrated LED indicator and warning tone · 320° bendable boom arm for easy adjustment without breaking · Optional connections for UH34: USB-C, 3.5mm jack · Compatible with Linux
General	· Headset cable length: 1.2 m (from headset to call control unit) · USB cable length: 0.9 m (from call control unit to USB plug) · Supported operating systems: Microsoft Windows® 8/8.1/10, Apple Mac OS · Color: Black · Weight: UH34 Mono: 88 g / UH34 Dual: 118 g /UH34 Lite Mono: 84 g / UH34 Lite Dual: 110 g · Storage temperature: -30 °C to +70 °C · Operating temperature: -10 °C to +50 °C
Microphone	· Microphone type: Uni-Directional ECM · Microphone frequency response range: 100 Hz-10 kHz · Microphone bandwidth: Wideband · Microphone sensitivity: -44.0 dB re. 1 V/Pa
Speaker	· Speaker size: 28 mm · Speaker sensitivity: 93 dB SPL @1 kHz · Speaker frequency response range: 20 Hz-20 kHz · Speaker impedance: 32Ω, @1.0 kHz · Speaker input power: 30 mW of potency · Speaker bandwidth: Wideband
Audio Performance	· Wideband audio: up to 15kHz (stereo)
Hearing Protection	· Acoustic limitation: 110 dB

Easy Call Management	· Answer/End/Reject/Hold a call · Volume up/down · Microphone mute · Redial last outgoing call
Package Features	· Package contents: - UH34 Mono Headset or UH34 Dual Headset or UH34 Lite Mono Headset or UH34 Lite Dual Headset (UH34 with leather ear cushions/UH34 Lite with foamy ear cushions) - Quick Start Guide · Qty/CTN: 20 PCS · N.W/CTN: UH34 Mono: 2.870 kg / UH34 Dual: 3.486 kg / UH34 Lite Mono: 2.790 kg / UH34 Lite Dual: 3.326 kg · G.W/CTN: UH34 Mono: 3.576 kg / UH34 Dual: 4.202 kg / UH34 Lite Mono: 3.496 kg / UH34 Lite Dual: 4.042 kg · Giftbox size: 170 mm x 195 mm x 63 mm · Carton Meas: 345 mm x 325 mm x 400 mm

Product Type

SKU	Model Name
1308065	UHM341
1308064	UHD342
1300082	YHC20T USB-C
1300083	YHC20UC USB-C
1300078	YHC20T SE
1300079	YHC20UC SE
1300080	YHC20T SE USB-C
1300081	YHC20UC SE USB-C
330100010021	Foamy Ear Cushion for UH34/YHS34 (1 PCS)
330100010022	Leather Ear Cushion for UH34/YHS34 (1 PCS)
330100010023	Foamy Ear Cushion for UH34/YHS34 (12 PCS)
330100010024	Leather Ear Cushion for UH34/YHS34 (12 PCS)

Connection



For more information, please go to the Yealink official website.

UH34 SE Datasheet

Yealink USB Wired Headset

The Yealink UH34 SE, available in monaural (UH34 SE Mono) and binaural (UH34 SE Dual), is a professional USB-wired headset with crystal-clear audio. The UH34 SE offers a lightweight form factor that is comfortable to wear, even for an entire workday. It’s suitable for workers who spend a lot of time wearing headsets for voice communications. Provided with Yealink USB Connect software and Yealink Device Management Platform/Cloud Service, you can easily check the device information and upgrade the firmware of one or multiple UH34 SE headsets.

UH34/UH34 Lite Mono Teams
UH34/UH34 Lite Mono UC

UH34/UH34 Lite Dual Teams
UH34/UH34 Lite Dual UC

Key Features

Simple and Flexible Connectivity

Runs right out of the box, and a USB plug-and-play setup makes the connectivity to the PC. You can enjoy a reliable call experience with soft clients. Perfect match with Yealink IP phones give you optimized audio quality.

Ultra-lightweight, All Day Wearing Comfort

Built for comfort with soft ear cushions and ultra-lightweight materials, the UH34/UH34 Lite is 10%~30%* lighter than other conference headsets in the same range. Its ergonomic design makes this headset comfortable enough for long conference calls and all-day use. (* Test data provided by Yealink Lab)

Unparallel Audio Experience

Made for calls and music, UH34/UH34 Lite is kitted out with a high signal-to-noise ratio speaker and independent cavity design. The passive noise cancellation creates a richer and clearer conversations with reduced background noise.

Intuitive Controller

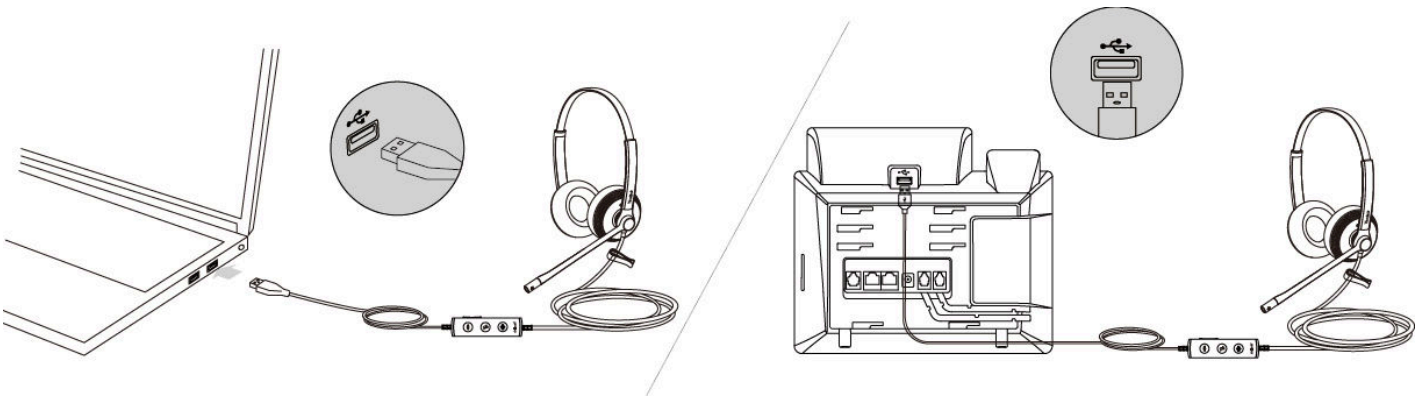
The hand-held controller with LED indicator provides easier access to key call control capabilities, including answer call, end call, reject a call, and mute/unmute.

Specifications

Specifications	Introduction
Main Features	· Plug-and-play - USB connectivity to Yealink IP phones, including T41S/T42S/T46S/T48S/T42U/T43U/T46U/T48U/T53/T53W/T54W/T57W/T58A/VP59 (T41S/T42S/T46S/T48S should be upgraded to version 82 or higher) · HD Voice/Wideband speaker performance · Noise-canceling microphone and passive noise cancellation · ActiveProtection technology safeguards users from acoustic injury · Integrated LED indicator and warning tone · 320° bendable boom arm for easy adjustment without breaking · Compatible with Linux
General	· Headset cable length: 1.2 m (from headset to call control unit) · USB cable length: 0.9 m (from call control unit to USB plug) · Supported operating systems: Microsoft Windows® 8/8.1/10, Apple Mac OS · Color: Black · Weight: UH34 SE Mono: 88 g / UH34 SE Dual: 118 g · Storage temperature: -30 °C to +70 °C · Operating temperature: -10 °C to +50 °C
Microphone	· Microphone type: Uni-Directional ECM · Microphone frequency response range: 100 Hz - 10 kHz · Microphone bandwidth: Wideband · Microphone sensitivity: -44.0 dB re. 1 V/Pa
Speaker	· Speaker size: 28 mm · Speaker sensitivity: 93 dB SPL @1 kHz · Speaker frequency response range: 20 Hz-20 kHz · Speaker impedance: 32Ω, @1.0 kHz · Speaker input power: 30 mW of potency · Speaker bandwidth: Wideband
Hearing Protection	· Acoustic limitation: 110 dB
Easy Call Management	· Answer/End/Reject/Hold a call · Volume up/down · Microphone mute · Redial last outgoing call
Package Features	· Package contents: - UH34 SE Mono Headset or UH34 SE Dual Headset - Quick Start Guide · Qty/CTN: 20 PCS · N.W/CTN: UH34 SE Mono: 2.870 kg / UH34 SE Dual: 3.486 kg / UH34 Lite Dual: 3.326 kg · G.W/CTN: UH34 SE Mono: 3.576 kg / UH34 SE Dual: 4.202 kg · Giftbox size: 170 mm x 195 mm x 63 mm · Carton Meas: 345 mm x 325 mm x 400 mm

Connection

When you use UH34 SE in some uncertified communication platforms, as a minimum, it works as audio only.



UH34 SE USB-C Datasheet

Yealink USB Wired Headset

The Yealink UH34 SE, available in monaural (UH34 SE Mono) and binaural (UH34 SE Dual), is a professional USB wired headset with crystal-clear audio. The UH34 SE offers a lightweight form factor that is comfortable to wear, even for an entire workday. It’s suitable for workers who spend a lot of time wearing headsets for voice communications. Provided with Yealink USB Connect software and Yealink Device Management Platform/Cloud Service, you can easily check the device information and upgrade the firmware of one or multiple UH34 SE headsets.

UH34/UH34 Lite Mono Teams
UH34/UH34 Lite Mono UC

UH34/UH34 Lite Dual Teams
UH34/UH34 Lite Dual UC

Key Features

Simple and Flexible Connectivity

Runs right out of the box, and a USB plug-and-play setup makes the connectivity to the PC. You can enjoy a reliable call experience with soft clients. Perfect match with Yealink IP phones gives you optimized audio quality.

Ultra-lightweight, All Day Wearing Comfort

Built for comfort with soft ear cushions and ultra-lightweight materials, the UH34/UH34 Lite is 10%~30%* lighter than other headsets in the same range. Its ergonomic design makes this headset comfortable enough for long conference calls and all-day use. (* Test data provided by Yealink Lab)

Unparallel Audio Experience

Made for calls and music, UH34/UH34 Lite is kitted out with a high signal-to-noise ratio speaker and independent cavity design. The passive noise cancellation creates a richer and clearer conversations with reduced background noise.

Intuitive Controller

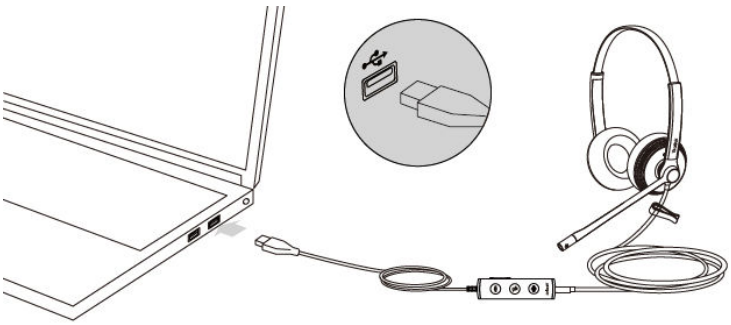
The hand-held controller with LED indicator provides easier access to key call control capabilities, including answer call, end call, reject a call, and mute/unmute.

Specifications

Specifications	Introduction
Main Features	· Plug-and-play · HD Voice/Wideband speaker performance · Noise-canceling microphone and passive noise cancellation · ActiveProtection technology safeguards users from acoustic injury · Integrated LED indicator and warning tone · 320° bendable boom arm for easy adjustment without breaking · Compatible with Linux
General	· Headset cable length: 1.2 m (from headset to call control unit) · USB cable length: 0.9 m (from call control unit to USB plug) · Supported operating systems: Microsoft Windows® 8/8.1/10, Apple Mac OS · Color: Black · Weight: UH34 SE Mono USB-C: 88 g / UH34 SE Dual USB-C: 118 g · Storage temperature: -30 °C to +70 °C · Operating temperature: -10 °C to +50 °C
Microphone	· Microphone type: Uni-Directional ECM · Microphone frequency response range: 100 Hz - 10 kHz · Microphone bandwidth: Wideband · Microphone sensitivity: -44.0 dB re. 1 V/Pa
Speaker	· Speaker size: 28 mm · Speaker sensitivity: 93 dB SPL @1 kHz · Speaker frequency response range: 20 Hz-20 kHz · Speaker impedance: 32Ω, @1.0 kHz · Speaker input power: 30 mW of potency · Speaker bandwidth: Wideband
Hearing Protection	· Acoustic limitation: 110 dB
Easy Call Management	· Answer/End/Reject/Hold a call · Volume up/down · Microphone mute · Redial last outgoing call
Package Features	· Package contents: - - UH34 SE Mono USB-C Headset or UH34 SE Dual USB-C Headset - Quick Start Guide · Qty/CTN: 20 PCS · N.W/CTN: UH34 SE Mono: UH34 SE Mono USB-C: 2.870 kg / UH34 SE Dual USB-C: 3.486 kg · G.W/CTN: UH34 SE Mono USB-C: 3.576 kg / UH34 SE Dual USB-C: 4.202 kg · Giftbox size: 170 mm x 195 mm x 63 mm · Carton Meas: 345 mm x 325 mm x 400 mm

Connection

When you use UH34 SE USB-C in some uncertified communication platforms, as a minimum, it works as audio-only.



UH36 Datasheet

Yealink USB Wired Headset

The Yealink UH36, available in monaural (UH36 Mono) and binaural (UH36 Dual), is a professional USB wired headset to facilitate conversations in ways that your concentration zone and focus are easily got in, and the listening fatigue is reduced as well. Provided with Yealink USB Connect software and Yealink Device Management Platform/Cloud Service, you can easily check the device information and upgrade the firmware of one or multiple UH36 headsets.

UH36 Mono Teams
UH36 Mono UC

UH36 Dual Teams
UH36 Dual UC

Key Features

Simple and Flexible Connectivity

Runs right out of the box, a USB (USB-A/USB-C) plug-and-play setup makes the connectivity to Yealink IP phones, PC and tablet in touch, and the connectivity via 3.5 mm jack to PC and smartphone is ready to work likewise.

Noise-Canceling Microphone

The noise-canceling microphone allows for the most reduction of outside noise so that the listeners can focus more on the desired sound at hand. The nearby talkers are protected with most call privacy as well.

Unparalleled Audio Experience

Made for calls and music, this conference headset is kitted out with wideband HD audio technology and passive noise cancellation that ensures a richer and clearer conversations, and eliminates background noises as well.

All-day-ease

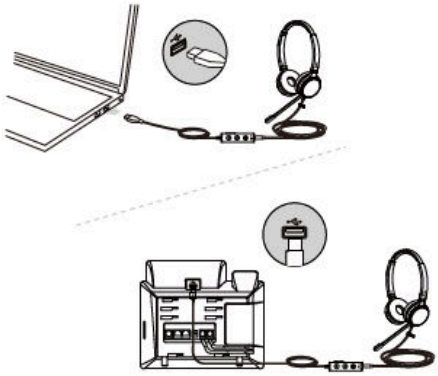
The over-the-head style and soft leather ear cushions are easy on your head and ears. Its ergonomic design makes UH36 comfortable enough for long conference calls and all-day use.

Higher Reliability

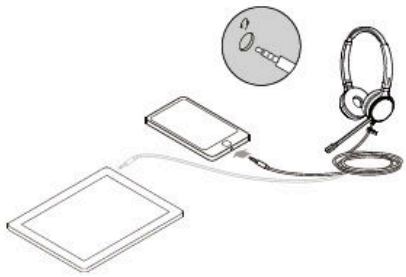
Deeply integrated with Yealink IP phones that the advanced features, such as volume synchronization and multiple calls control, are just right at your fingertips.

Connection

- Connect to PC/Yealink IP phone (with YHC20)



- Connect to the smartphone or tablet (without YHC20)



* When you use UH36 in some uncertified communication platforms, as a minimum, it works as audio only.

Specification

Specifications	Introduction
Main Features	· Plug-and-play - USB-A connectivity to Yealink IP Phones, including T41S/T42S/T46S/T48S/T42U/T43U/T46U/T48U/T53/T53W/T54W/ T57W/T58A/VP59 (T41S/T42S/T46S/T48S should be upgraded to version 82 or higher) - USB and 3.5 mm connectivity to PC and smart device · HD Voice/Wideband speaker performance · Noise-canceling microphone and passive noise cancellation · Active Protection technology safeguards users from acoustic injury · Integrated LED indicator and warning tone · 330° bendable boom arm for easy adjustment without breaking
General	· Headset cable length: 1.2 m (from headset to 3.5 mm jack) · USB cable length: 0.9 m (from call control unit to USB plug) · Supported operating systems: Microsoft Windows®, Apple Mac OS · Color: Black and silver · Weight: UH36 Mono: 120 g / UH36 Dual: 155 g · Operating temperature: -10 °C to +50 °C
Microphone	· Microphone frequency response range: 100 Hz-10 kHz · Microphone bandwidth: Wideband · Microphone Sensitivity: -44.0 dB re. 1 V/Pa

Speaker	· Speaker sensitivity: 93 dB SPL @ 1 kHz, 60 mV · Speaker Frequency response range: 20 Hz-20 kHz · Speaker impedance: 32+/-4.8Ω, @ 1.0 kHz · Speaker input power: normal 5 mW, max 10 mW · Speaker bandwidth: Wideband
Easy Call Management	· Answer/End/Reject a call · Volume up/down · Microphone mute · Redial last outgoing call
Package Features	· Package content: - UH36 Mono Headset or UH36 Dual Headset - YHC20 Controller - Drawstring Bag - Quick Start Guide · Qty/CTN: 20 PCS · N.W/CTN: UH36 Mono: 4.08 kg / UH36 Dual: 4.84 kg · G.W/CTN: UH36 Mono: 4.86 kg / UH36 Dual: 5.62 kg · Giftbox size: 170 mm x 195 mm x 60 mm · Carton Meas: 345 mm x 310 mm x 400 mm

Product Type

SKU	Model Name
1308015	UH36 Mono UC
1308016	UH36 Dual UC
1308010	UH36 Mono Teams
1308011	UH36 Dual Teams
1308061	UH36 Mono UC USB-C
1308063	UH36 Dual UC USB-C
1308060	UH36 Mono Teams USB-C
1308062	UH36 Dual Teams USB-C
330200007027	Drawstring Bag Black for UH36
1308072	UHM361
1308073	UHD362
1300073	UHM361
1300076	UHD362
330100010025	Foamy Ear Cushion for WH62/WH66/UH36/YHS36 (1 PCS)
330100010014	Leather Ear Cushion for WH62/WH66/UH36/YHS36 (1 PCS)
330100010026	Foamy Ear Cushion for WH62/WH66/UH36/YHS36 (12 PCS)
330100010015	Leather Ear Cushion for WH62/WH66/UH36/YHS36 (12 PCS)

For more information, please go to the Yealink official website.

UH37 Datasheet

Yealink USB Wired Headset

Yealink UH37 is a professional USB wired headset. With a 35 mm speaker and excellent stereo sound, allowing you to have an extraordinary audio experience for calls and music. The noise reduction technology of the dual microphone allows you to have clearer calls, and the noise-isolating foam oval ear cushions deliver great passive noise cancellation. The headset is ultra-lightweight and extremely comfortable, with a skin-friendly leather headband and ear cushions to wear all-day comfort. Whether you’ re working remotely in the office or at home, UH37 lets you focus on your work and improve your productivity. It can work seamlessly with major UC platforms and integrate natively with Yealink IP phones.

Dual Noise-Canceling Microphones

35 mm speaker

Brilliant audio quality

Lightweight comfort

Busylight

Call and music Mode

Key Features

UH37 Dual

UH37 Mono

Dual Noise-Canceling Microphones

The dual-microphone Noise Cancellation and Acoustic Shield Technology can intelligently shield the noise and only pick up speaker voice to send. It helps to improve the clarity and quality of the call and bring the ultimate calling experience.

Phenomenal Audio for Call and Music

With a 35 mm large size speaker, UH37 supports dynamic EQ to switch call mode or music mode automatically. You can enjoy clear and natural sound quality in call mode, spacious and detailed sound quality in music mode. The new angled ear cushion design and oval memory foam isolate the ambient noise, bringing excellent passive noise reduction and creating the best listening experience.

Ultra-lightweight & ergonomic design

UH37 weighs about 15% less than the previous USB headsets generation. UH37 is well-built with a sturdy-feeling design made of high-grade plastic reinforced by a metal frame. The skin-friendly material, soft memory foam, and the ergonomic ear-fitting design, bring you a comfortable all-day experience.

Busylight

The busylight will automatically glow red when you are on the call or in the meeting to reduce external interference and improve work efficiency. You can also manually turn on the busylight to indicate your working state directly and block outside distractions.

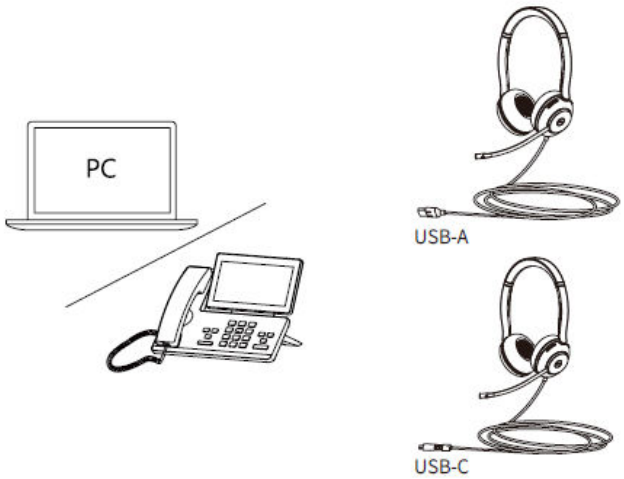
Specification

Specifications	Introduction
Main Features	· Plug-and-play- USB connectivity to Yealink IP phones, includingT41S/T42S/T46S/T48S/T42U/T43U/T46U/T48U/T53/T53W/T54W/T57W/T58A/ VP59 (T41S/T42S/T46S/T48S should be upgraded to version 82 or later) · HD Voice/Wideband speaker performance · 35 mm speaker · Noise-canceling microphones and passive noise cancellation · ActiveProtection technology safeguards users from acoustic injury · Music control · Integrated LED indicator and warning tone · 300° bendable boom arm for easy adjustment without breaking

General	· Headset cable length: 1.2 m · Supported operating systems: Microsoft Windows ®, Apple Mac OS · Color: Black · Weight: UH37 Mono: 96.5 g / UH37 Dual: 139.5 g · Operating temperature: -10°C to +50°C
Microphone	· Microphone quantity: 2 · Microphone frequency response range: 100 Hz-10 kHz · Microphone type: ECM · Microphone bandwidth: Wideband · Microphone sensitivity: -44.0 dB re. 1 V/Pa
Speaker	· Speaker size: 35mm · Speaker sensitivity: 109 dB SPL @ 1 kHz, 179 mV · Speaker frequency response range: 20 Hz-20 kHz · Speaker impedance: 32+/-4.8Ω, @ 1.0 kHz · Speaker input power: Normal 10 mW, Max. 30 mW · Speaker bandwidth: Wideband
Easy Call Management	· Answer/End/Reject/Hold a call · Volume up/down · Microphone mute · Redial last outgoing call
Package Features	· Package contents - UH37 Mono Headset / UH37 Dual Headset - Carrying Case - Quick Start Guide · Qty/CTN: 20 PCS · N.W/CTN: UH37 Mono: 9.2kg / UH37 Dual: 10.94 kg · G.W/CTN: UH37 Mono: 10.1 kg / UH37 Dual: 11.9 kg · Giftbox size:194 mm x 207 mm x 53 mm · Carton meas: 550 mm x 202 mm x 220 mm

Connection

Connection Type: USB-A/USB-C



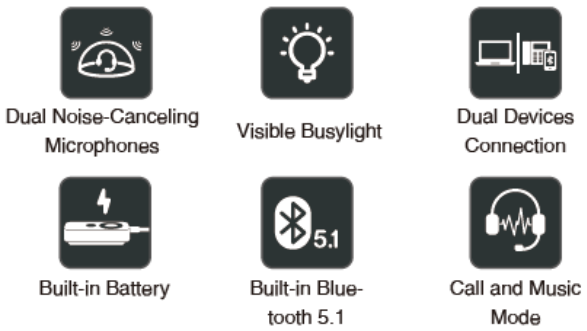
NOTE
The USB-A and USB-C can be purchased separately on demand.

For more information, please go to the Yealink official website.

UH38 Datasheet

Yealink Premium USB Wired Headset

Yealink UH38 is a premium stereo USB headset featuring phenomenal call and music audio. Dual-microphone noise cancellation and Acoustic Shield Technology provide you with a superior call experience. UH38 supports USB and Bluetooth dual connections, allowing you to manage two call devices simultaneously to improve call processing efficiency. Premium materials and a sturdy metal frame make it textured and durable. Soft and skin-friendly headband& ear cushions make the conference headset all-day comfortable. UH38 is the headset that gives you the best focus and collaboration to improve your productivity to a new level, whether you’ re in the office or working remotely at home. It works seamlessly with major UC platforms and integrates natively with Yealink IP phones.



Key Features

UH38 Dual Teams-BAT
UH38 Dual UC-BAT

UH38 Mono Teams-W/O BAT
UH38 Mono UC-W/O BAT

Phenomenal Audio for Call and Music

UH38 supports dynamic EQ to switch call mode or music mode automatically. You can enjoy clear and natural sound quality in a call mode, and spacious and detailed sound quality in music mode. The new angled ear cushion design and oval memory foam isolate the ambient noise, bringing excellent passive noise reduction and creating the best listening experience.

Dual Noise-Canceling Microphones

The dual-microphone noise cancellation and Acoustic Shield Technology can effectively resist the noise interference of the surrounding environment, significantly reducing the background noise during the call. It helps improve the clarity and quality of the call and brings the ultimate calling experience.

Dual Connections of USB and Bluetooth

Supported by USB (USB-A or USB-C) and Bluetooth dual connection mode, the Bluetooth wireless distance can reach 10m (33 feet). Users can connect and manage two kinds of call devices simultaneously, thereby realizing the seamless switching between PC and mobile devices, and improving call processing efficiency.

Call Controller with Build-in Battery

UH38 Dual headset can be powered by the built-in rechargeable battery when in Bluetooth mode, which combines the reliability of wired headsets and the flexibility of wireless headsets. (UH38 Mono headset has no built-in battery).

360° Busylight

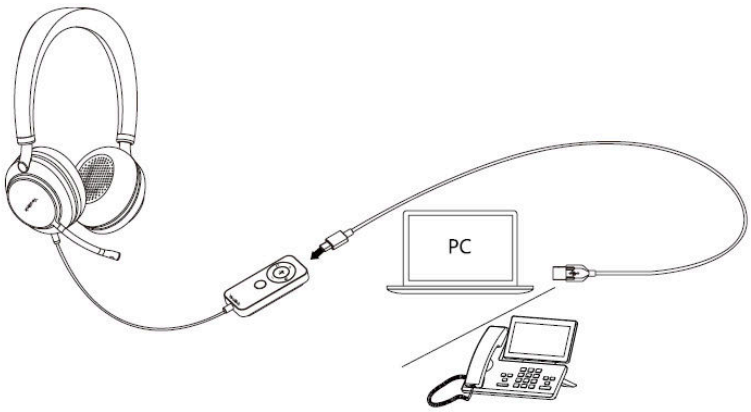
The 360° busylight will automatically glow red when you are on a call or in a meeting to reduce external interference and improve work efficiency.

Skin-friendly and Soft Headband & Ear Cushions

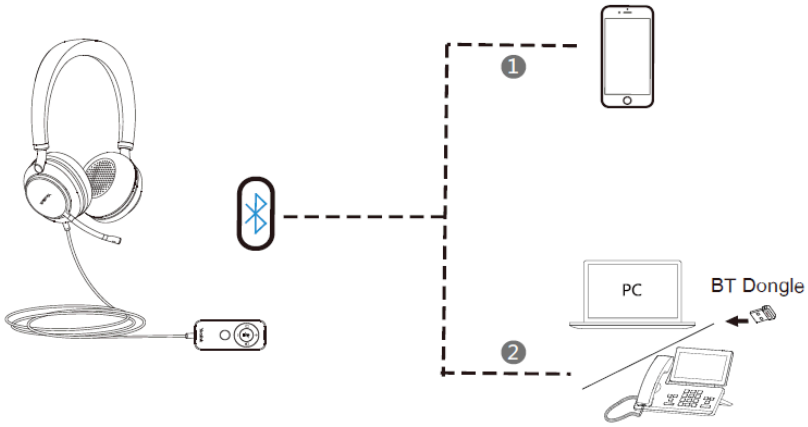
UH38 is well-built with a sturdy-feeling design made of high-grade plastic reinforced by a metal frame. The skin-friendly material, soft memory foam, combined with the ergonomic ear-fitting design, brings you a comfortable all-day experience.

Connection

- USB Connection



- Bluetooth Connection



Specification

Specifications	Introduction
Main Features	· Plug-and-play - USB connectivity to Yealink IP phones, including T41S/T42S/T46S/T48S/T42U/T43U/T46U/T48U/T53/T53W/T54W/T57W/T58A/VP59 (T41S/T42S/T46S/T48S should be upgraded to version 82 or higher) · HD Voice/Wideband speaker performance · Noise-canceling microphone and passive noise cancellation · ActiveProtection technology safeguards users from acoustic injury · Integrated LED indicator and warning tone · 320° bendable boom ar m for easy adjustment without breaking · Optional connections for UH38: USB 2.0, Bluetooth 5.1 · Bluetooth wireless range: up to 10 m/33 feet

General	· Headset cable length: 0.8 m (from headset to call control unit) · USB cable length: 1.2 m (from call control unit to USB plug) · Supported operating systems: Microsoft Windows® 8/8.1/10, Apple Mac OS · Color: Black · Weight(headset): UH38 Mono: 110 g / UH38 Dual: 180 g · Weight(headset and wire-control): UH38 Mono: 133.5 g / UH38 Dual: 210 g · Storage temperature: -5 °C to +70 °C · Operating temperature: 0 °C to +45 °C
Battery	· Talk time: up to 7 hours （9 hours with busylight off） · Music time: 14 hours · Battery capacity: 200 mAh · Bluetooth standby time: 168 hours · Charging time: 1 hour
Microphone	· Microphone type: Uni-Directional ECM · Microphone frequency response r ange: 100 Hz-14 kHz · Microphone bandwidth: Wideband · Microphone Sensitivity: -44.0 dB re. 1 V/Pa
Speaker	· Speaker size: 35.0 mm · Speaker sensitivity: 115±3 dB SPL @ 1 kHz · Speaker frequency response r ange: 20 Hz-20 kHz · Speaker impedance: 32 Ω, @ 1.0 kHz · Speaker input power: max 10 mW · Speaker bandwidth: Wideband
Easy Call Managemen t	· Answer/End/Reject a call · Volume up/down · Microphone mute · Redial last outgoing call
Package Features	· Package content: - UH38 Mono Headset / UH38 Dual Headset - USB 2.0 Cable (USB-A to USB-C/USB-C to USB-C) - Carrying Case - Quick Start Guide · Qty/CTN: 20 PCS · N.W/CTN: UH38 Mono: 9.2kg / UH38 Dual: 10.94 kg · G.W/CTN: UH38 Mono: 10.1 kg / UH38 Dual: 11.9 kg · Giftbox size: 219 mm x 186.5 mm x 58.5 mm · Carton Meas: 3595 mm x 380 mm x 230 mm

Product Type

SKU	Model Name
1308045	UH38 Mono Teams -W/O BAT
1308080	UH38 Mono UC -W/O BAT
1308081	UH38 Dual Teams-BAT
1308082	UH38 Dual UC-BAT
1308083	UH38 Mono Teams -W/O BAT USB-C
1308084	UH38 Mono UC -W/O BAT USB-C
1308085	UH38 Dual Teams -BAT USB-C
1308086	UH38 Dual UC -BAT USB-C

For more information, please go to the Yealink official website.

YHS34 Datasheet

Wideband Headset for Yealink IP Phone

YHS34: Leather ear cushions YHS34 Lite: Foamy ear cushions

Yealink YHS34/YHS34 Lite is the over-the-head style headset which is made for office worker, SOHO, or call center staff. It supports QD (Quick Disconnect) feature and it is compliant with the full range of Yealink enterprise IP phones. The Yealink YHS34/YHS34 Lite, available in monaural (YHS34/YHS34 Lite Mono) and binaural (YHS34/YHS34 Lite Dual), is a professional analog wired headset with crystal clear audio. The YHS34/YHS34 Lite offers a lightweight form factor that is comfortable to wear, even for an entire workday. It' s suitable for workers who spend a lot of time wearing headsets for voice communications.

YHS34/YHS34 Lite Mono YHS34/YHS34 Lite Dual

Key Features

Perfectly compatible with Yealink Phones

Runs right out of box, a QD to RJ9 plug-and-play setup makes the connectivity to Yealink IP phones. The phones can automatically optimizes acoustic parameters for your YHS34/YHS34 Lite. Perfect match with Yealink desk phones give you optimized audio quality.

Unparallel Audio Experience

Made for calls, YHS34/YHS34 Lite is kitted out with a high signal-to-noise ratio speaker and independent cavity design. The passive noise cancellation creates a richer and clearer conversations with reduced background noise.

Ultra-lightweight, All Day Wearing Comfort

Built for comfort with soft ear cushions and ultra-lightweight materials, the YHS34/ YHS34 Lite is 10%~30%* lighter than other conference headsets in the same range. Its ergonomic design makes this headset comfortable enough for long conference calls and all day use. (* Test data provided by Yealink Lab)

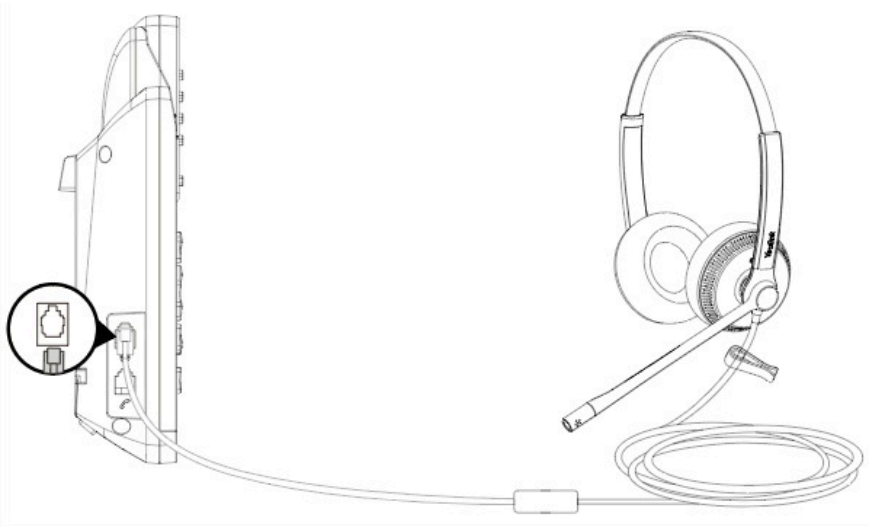
Specifications

Specifications	Introduction
Main Features	· Plug-and-play - RJ9 connectivity to Yealink IP phones, including T19 § E2/T21 § E2/T23P/T23G/T27G/T29G/T30/T30P/T31/T31P/T31G/T33P/T33G/T40P/T40G/T41S/ T42S/T46S/T48S/T42U/T43U/T46U/T48U/T53/T53W/T54W/T57W/T58A/VP59/T41S SFB/T42S SFB/T46S SFB/T48S SFB/T55A SFB/T56A SFB/T58ASFB/MP56 · HD Voice/Wideband speaker performance · Noise-canceling microphone and passive noise cancellation · ActiveProtection technology safeguards users from acoustic injur y · 320° bendable boom ar m for easy adjustment without breaking
General	· Headset cable length: 0.9m · QD to RJ9 cab le length: 1.2m · Color: Black · Storage temperature: -30 °C to - 70 °C · Operating temperature: -10 °C to - 50 °C
Microphone	· Microphone type: Uni-Directional ECM · Microphone frequency response r ange: 100 Hz-8 kHz · Microphone bandwidth: Wideband · Microphone Sensitivity: -44.0 dB re . 1 V/Pa
Speaker	· Speaker size: 28mm · Speaker sensitivity: 93 dB SPL @ 1 kHz · Speaker Frequency response range: 20 Hz-20 kHz · Speaker impedance: 32Ω, @ 1.0 kHz · Speaker input power: max 10 mW · Speaker bandwidth: Wideband
Package Features	· Package content: - YHS34 Mono Headset or YHS34 Dual Headset or YHS34 Lite Mono Headset or YHS34 Lite Dual Headset (YHS34 with leather ear cushions/YHS34 Lite with f oamy ear cushions) - QD to RJ9 cab le - Quick Start Guide · Qty/CTN: 20 PCS · N.W/CTN: YHS34 Mono: 3.128 kg / YHS34 Dual: 3.798 kg / YHS34 Lite Mono: 3.048 kg / YHS34 Lite Dual: 3.638 kg · G.W/CTN: YHS34 Mono: 3.778 kg / YHS34 Dual: 4.456 kg / YHS34 Lite Mono: 3.698 kg / YHS34 Lite Dual: 4.296 kg · Giftbox size: 170 mm x 195 mm x 63 mm · Carton Meas: 345 mm x 325 mm x 400 mm

Product Type

Product Type	SKU	Model Name
Products	1308022	YHS34 Mono
	1308023	YHS34 Dual
	1308028	YHS34 Lite Mono
	1308029	YHS34 Lite Dual
	1308089	YHS34 Mono for 3rd Party
	1308090	YHS34 Dual for 3rd Party
	1308091	YHS34 Lite Mono for 3rd Party
	1308092	YHS34 Lite Dual for 3rd Party
Accessories	330000008028	QD to RJ9 Cord
	330000008063	QD to RJ9 Cord for 3rd Party
	1308076	YHM341
	1308077	YHD342
	1308078	YHM341 Lite
	1308079	YHD342 Lite
	330100010021	Foamy Ear Cushion for UH34/YHS34 (1 PCS)
	330100010022	Leather Ear Cushion for UH34/YHS34 (1 PCS)
	330100010023	Foamy Ear Cushion for UH34/YHS34 (12 PCS)
	330100010024	Leather Ear Cushion for UH34/YHS34 (12 PCS)

Connection



For more information, please go to the Yealink official website.

YHS36 Datasheet

Wideband Headset for Yealink IP Phone

Yealink YHS36 is the over-the-head style conference headset that is made for office workers, SOHO, or call center staff. It supports QD (Quick Disconnect) feature, and it is compliant with the full range of Yealink enterprise IP phones. The Yealink YHS36, available in monaural (YHS36 Mono) and binaural (YHS36 Dual), is a professional analog wired headset to facilitate

conversations in ways that your concentration zone and focus are easily got in and the listening fatigue is reduced as well. Its ergonomic design and soft leather ear cushions make YHS36 comfortable enough for long all-day use.

YHS36 Mono

YHS36 Dual

Key Features

Perfectly compatible with Yealink Phones

Runs right out of the box, a USB (USB-A/USB-C) plug-and-play setup makes the connectivity to Yealink IP phones, PC and tablet in touch, and the connectivity via 3.5 mm jack to PC and smartphone is ready to work likewise.

Noise-Canceling Microphone

The noise-canceling microphone allows for the most reduction of outside noise so that the listeners can focus more on the desired sound at hand. The nearby talkers are protected with most call privacy as well.

Unparallel Audio Experience

Made for calls and music, this conference headset is kitted out with wideband HD audio technology and passive noise cancellation that ensures a richer and clearer conversation and eliminates background noises as well.

All-day-ease

The over-the-head style, ultra-lightweight materials, and bio-mimetic protein-based leather ear cushions are easy on your head and ears. Its ergonomic design makes YHS36 comfortable enough for long conference calls and all-day use.

Specification

Specifications	Introduction
Main Features	· Plug-and-play - RJ9 connectivity to Yealink IP Phones, including T19 § E2/T21 § E2/T23P/T23G/T27G/T29G/T30/T30P/T31/T31P/T31G/T33P/T33G/T40P/T40G/T41S/T42S/T46S/T48S/T42U/T43U/T46U/T48U/T53/T53W/T54W/T57W/T58A/VP59/T41S SFB/T42S SFB/T46S SFB/T48S SFB/T55A SFB/T56A SFB/T58A/SFB/MP56 · HD Voice/Wideband speaker performance · Noise-canceling microphone and passive noise cancellation · ActiveProtection technology safeguards users from acoustic injury · 330° bendable boom arm for easy adjustment without breaking

General	· Headset cable length: 0.9 m · QD to RJ9 cable length: 1.2 m · Color: Black and silver · Weight: YHS36 Mono: 124g/YHS36 Dual: 170g · Operating temperature: -10 °C to - 50 °C
Microphone	· Microphone frequency response range: 100 Hz-7 kHz · Microphone bandwidth: Wideband · Microphone Sensitivity: -44.0 dB re. 1 V/Pa
Speaker	· Speaker sensitivity: 93 dB SPL @ 1 kHz, 60 mV · Speaker Frequency response range: 20 Hz-20 kHz · Speaker impedance: 32+/-4.8Ω, @ 1.0 kHz · Speaker input power: normal 5 mW, max 10 mW · Speaker bandwidth: Wideband
Package Features	· Package content: - YHS36 Mono Headset or YHS36 Dual Headset - QD to RJ9 cable - Quick Start Guide · Qty/CTN: 20 PCS · N.W/CTN: YHS36 Mono: 2.48kg/YHS36 Dual: 3.41kg · G.W/CTN: YHS36 Mono: 3.26kg/YHS36 Dual: 4.19kg · Giftbox size: 170 mm x 195 mm x 60 mm · Carton Meas: 345 mm x 310 mm x 400 mm

Product Type

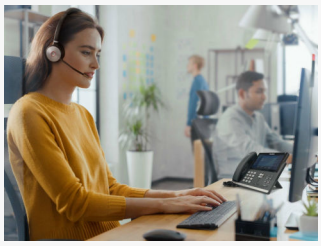
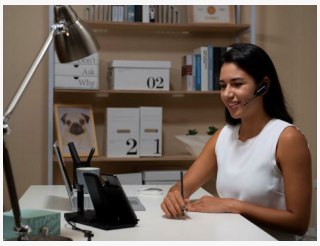
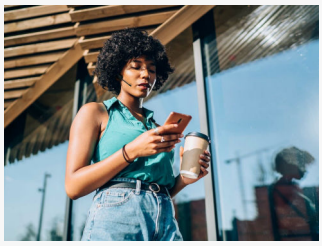
Product Type	SKU	Model Name
Products	1308022	YHS34 Mono
	1308023	YHS34 Dual
	1308028	YHS34 Lite Mono
	1308029	YHS34 Lite Dual
	1308089	YHS34 Mono for 3rd Party
	1308090	YHS34 Dual for 3rd Party
	1308091	YHS34 Lite Mono for 3rd Party
	1308092	YHS34 Lite Dual for 3rd Party
Accessories	330000008028	QD to RJ9 Cord
	330000008063	QD to RJ9 Cord for 3rd Party
	1308076	YHM341
	1308077	YHD342
	1308078	YHM341 Lite
	1308079	YHD342 Lite
	330100010021	Foamy Ear Cushion for UH34/YHS34 (1 PCS)
	330100010022	Leather Ear Cushion for UH34/YHS34 (1 PCS)
	330100010023	Foamy Ear Cushion for UH34/YHS34 (12 PCS)
	330100010024	Leather Ear Cushion for UH34/YHS34 (12 PCS)

Connection

For more information, please go to the Yealink official website.

Buyer Guide

Common User’ s Workspace

			
Call Center	**Office Room**	**Flexible Worker**	**On-the-go Worker**
· Prefer the traditional type for a stable quality · Workday communicating · All day wearing comfort · Noise canceling · Day shift arrangement	· Prefer the modern type for trying new technology · Fixed desk · Also, spend time working away from the desk	· Home office, shared office spaces, personal desk, etc. · Easier to move their workspace to another place	· Business traveler · Totally fluid · Almost work on their laptop and mobile · Need a seamless transition

Yealink Acoustic Shield Technology

Recommended Models

UH36 / UH38

Key consideration

- Multiple Microphones Acoustic Shield Technology
- Block the background noise automatically

Recommendation in Workspaces

UH38 Unified Communication

Key consideration: Noise-canceling, Call and Music mode, Dual devices connection, Microsoft Teams Certified

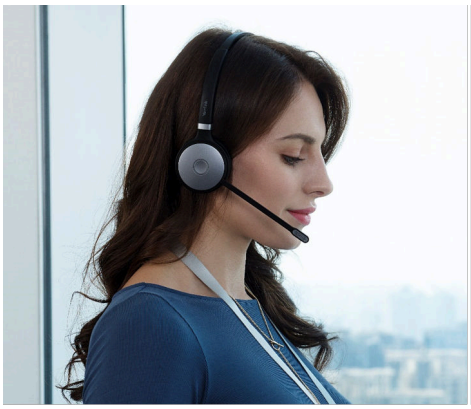
- Microphone Boom to Mute
- Dual-Microphone noise cancelling (Yealink Acoustic Shield Technology)
- 360° Busy-light
- Dual Connections of USB and Bluetooth
- 35mm Speaker for Call and Music Mode
- Built-in Bluetooth 5.1
- Call Controller with Build-in rechargeable battery (UH38 dual only)Skin-friendly and Soft Headband & Ear Cushions

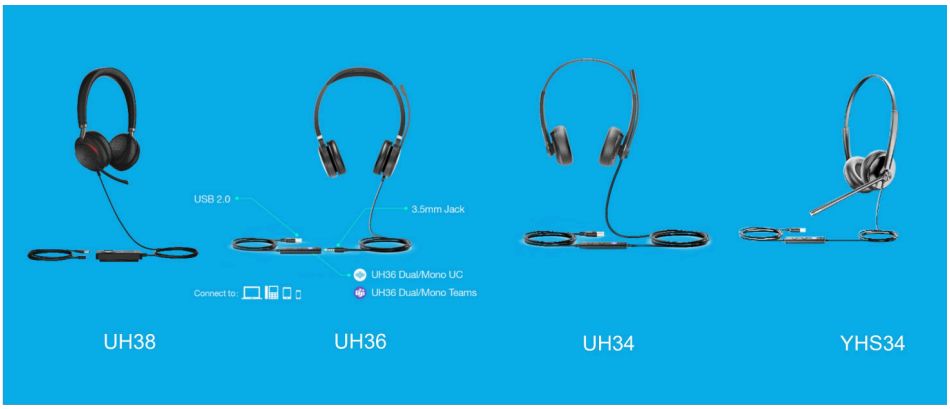
UH34/UH36 Unified Communication

Key consideration: Noise-canceling, High-quality audio, Flexible connectivity, All day ease, Microsoft Teams Certified

- USB and 3.5mm jack connectivity options to IP phone, PC, and smart device
- With Yealink dynamic EQ and wideband HD audio technology
- Noise-Canceling Microphone
- Integrated LED indicator and warning tone
- With soft ear cushions and ultra-lightweight materials
- Easy Call Management
- Microsoft Teams Certified

Simple and Flexible Connectivity



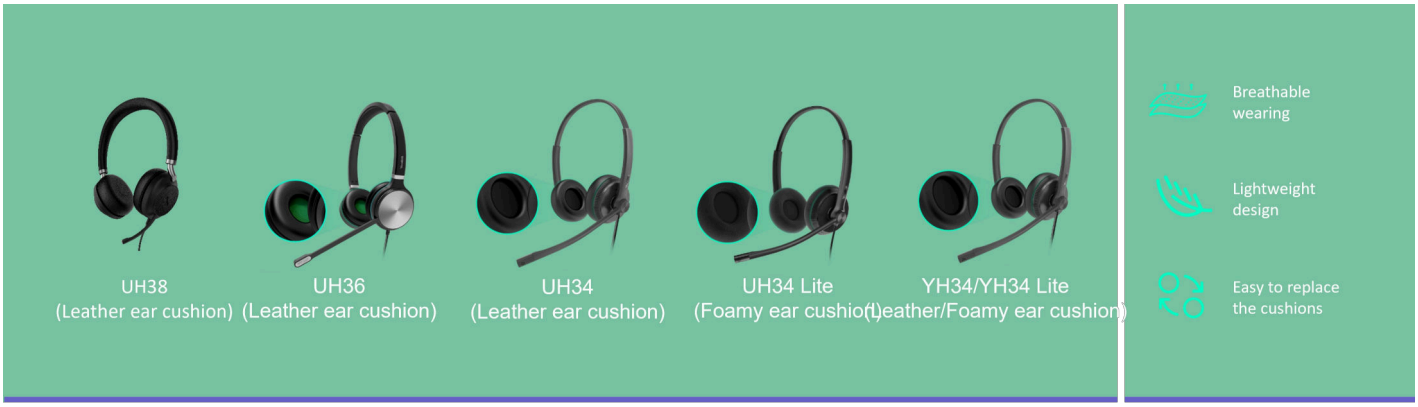


- Designed for Unified Communication, free to plug into various devices: IP Phone, PC, tablet, and smartphone.
- UH34/UH34-Lite/UH36 comes with USB-A/C and 3.5mm jack connectivity, UH38 comes with USB-A/C connectivity .

Excellent Audio Performance

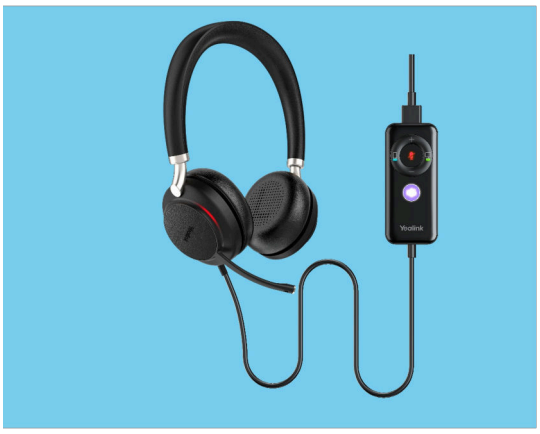
Yealink Dynamic EQ(UH38, UH36, UH34 only) and Wideband HD Audio Technology make every conversation rich and clear. The passive noise cancellation and the noise-canceling microphone eliminate background noise, enhance the audio privacy.

All Day Wearing Comfort



The ergonomic and lightweight design makes UH38/UH36/UH34/UH34 Lite/YH34/YH34 Lite comfortable enough for long conference calls and all day use.

Dual Connections USB & Bluetooth



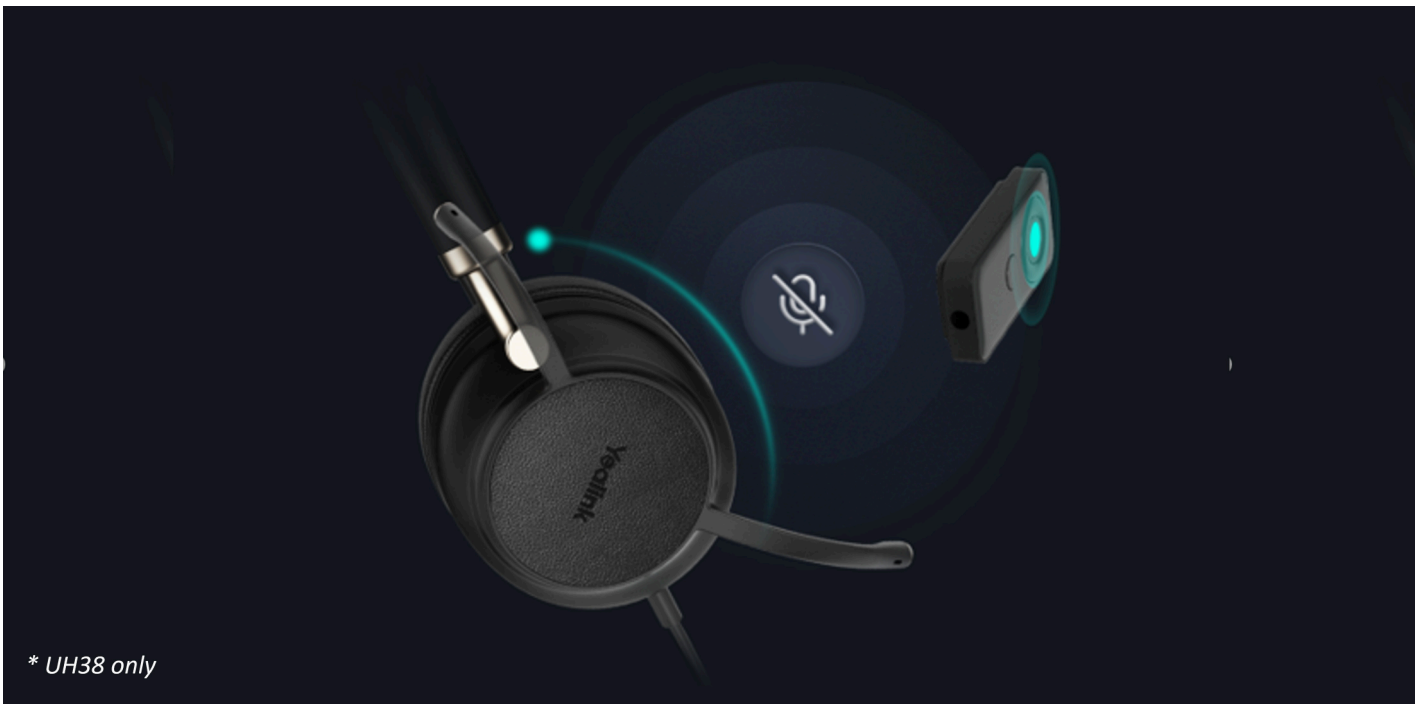
The demand for work with dual devices are more and more.

Add the Bluetooth feature into the USB wired headset.

Get a Bluetooth experience without increasing costs while using USB headsets.

** UH38 only*

Lift Microphone Boom to Mute



** UH38 only*

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FAQ

Does the UH3X series headset have an acoustic high-decibel protection mechanism?

UH3X Comparison

Product Overview

Yealink USB Wired Headset UH3X is a Unified Communication USB Corded Headset. It is a peripheral, which is mainly used in the office room for calls and music. Advanced model UH36 designed for unified communication, UH36 comes with USB and 3.5mm jack connectivity options, free to plug into various devices: IP phone, PC, tablet, and smartphone, which is a perfect match for Yealink IP Phone and gives you optimized audio quality and more enhanced functions. Proven reliability and integrations for Yealink USB Connect Software, Yealink Device Management Platform/Cloud Service, easy to manage the device.

Product Specification & Comparison

Download USB Headset Specification

Item						
Features	UH36 Mono/Dual	UH34 Mono/Dual	UH34 Lite Mono/Dual	UH33	UH37	UH38
Headset Cable Length	1.2 m	1.2 m	1.2 m	1.2 m	1.2 m	0.8 m
USB Cable Length	0.9 m	0.9 m	0.9 m	0.9 m	/	1.2 m
Cable Length in Total	2.1 m	2.1 m	2.1 m	2.1 m	/	2.0 m
Connection	3.5 mm jack, USB 2.0	USB 2.0	USB 2.0	3.5 mm jack, USB 2.0	USB-A/USB-C	USB-A/USB-C, USB 2.0
Supported OS	Microsoft Windows®	Microsoft Windows®	Microsoft Windows®	Microsoft Windows®	Microsoft Windows®	Microsoft Windows®
Supported OS	Apple Mac OS	Apple Mac OS	Apple Mac OS	Apple Mac OS	Apple Mac OS	Apple Mac OS
Color	black, silver	black	black	black	black	black
MicrophoneType	MEMSUni-Directional	Uni-Directional ECM	Uni-Directional ECM	Noise-cancelling	ECM	2 ECM MIC
Microphone Frequency/Range	100 Hz-7 kHz	100 Hz-10 kHz	100 Hz-10 kHz	100-6.3 kHz	100 Hz-10 kHz	100 Hz-14 kHz
Microphone Bandwidth	Wideband	Wideband	Wideband	Wideband	Wideband	Wideband
MicrophoneSensitivity	-44.0dB re.1V/Pa	-44.0dB re.1V/Pa	-44.0dB re.1V/Pa	-38.0 dB re. 1V/Pa	-44.0 dB re. 1 V/Pa	-44.0 dB re. 1 V/Pa
Speaker Size	D28x3.9mm	28mm	28mm	28mm	35mm	35mm
Speaker Sensitivity	93dB SPL@1kHz, 60mV	93dB @179mv	93dB @79mv	96dB SP+/-3dB SPL	109 dB SPL @ 1 kHz, 179 mV	115±3 dB SPL @ 1 kHz

Frequency Range	20Hz-20kHz	20Hz-20kHz	20Hz-20kHz	112Hz-8.5kHz	20 Hz-20 kHz	20Hz~20KHz
Speaker Impedance	32+/-4.8Ω,@ 1.0kHz	32Ω	32Ω	90±15%Ω	32+/-4.8Ω, @ 1.0 kHz	32 Ω,@ 1.0 kHz
Speaker Input Power	normal 5mW,max 10mW	10mW	10mW	normal 20mW,max 80mW	Normal 10 mW, Max. 30 mW	max 10 mW
Speaker Bandwidth	Wideband	Wideband	Wideband	Wideband	Wideband	Wideband

YHS3X Comparison

Product Overview

Yealink YHS3x Headset is the over-the-head style headset that is made for office workers, SOHO, or calls center staff. It supports QD (Quick Disconnect) feature, and it is compliant with the full range of Yealink enterprise IP phones.
The Yealink YHS3x Headset is a professional analog wired headset with crystal clear audio. It offers a lightweight form factor that is comfortable to wear, even for an entire workday. It’ s suitable for workers who spend a lot of time wearing headsets for voice communications.

Product Specification & Comparison

Download QD-RJ Headset Specification

Pictures		image.png		
Features	YHS36 Mono	YHS36 Dual	YHS34 Mono/Lite Mono	YHS34 Lite/Dual
Connection	QD to RJ9	QD to RJ9	QD to RJ9	QD to RJ9
Headset Cable Length	0.9m	0.9m	0.9m	0.9m
QD to RJ9 Cable Length	1.2m	1.2m	1.2m	1.2m
Microphone Boom Pivoting	320°	320°	320°	320°
Color	Black, Silver	Black, Silver	Black	Black
Box Content	YHS36 Mono QD to Rj9 cable Quick Start Guide	YHS36 Dual QD to Rj9 cable Quick Start Guide	YHS34 Lite/Mono QD to RJ9 cable Quick Start Guide	YHS34 Lite/Dual QD to RJ9 cable Quick Start Guide

Weight	YHS36 Mono：124g	YHS36 Dual：170g	YHS34 Mono:76g YHS34 Lite Mono:72g	YHS34 Dual:103g YHS34 Lite Dual:111g
Microphone Type	MEMS Uni-Directional	MEMS Uni-Directional	Uni-Directional ECM	Uni-Directional ECM
Microphone Frequency Range	100Hz-7kHz	100Hz-7kHz	100Hz-8kHz	100Hz-8kHz
Microphone Bandwidth	Wideband	Wideband	Wideband	Wideband
Microphone Sensitivity	-44.0 dB re. 1V/Pa	-44.0 dB re. 1V/Pa	-44.0 dB re. 1V/Pa	-44.0 dB re. 1V/Pa
Speaker Size	D28x3.9mm	D28x3.9mm	28mm	28mm
Speaker Sensitivity	93dB SPL @1kHz, 60mV	93dB SPL @1kHz,60mV	93dB SPL @1kHz, 60mV	93dB SPL @1kHz, 60mV
Frequency Response Range	20Hz-20kHz	20Hz-20kHz	20Hz-20kHz	20Hz-20kHz
Speaker Impedance	32+/-4.8Ω, @1.0kHz	32+/-4.8Ω, @1.0kHz	32+/-4.8Ω, @1.0kHz	32+/-4.8Ω, @1.0kHz
Speaker Input Power	Normal 5mW Max 10mW	Normal 5mW Max 10mW	Normal 5mW Max 10mW	Normal 5mW Max 10mW
Speaker bandwidth	Wideband	Wideband	Wideband	Wideband

Compatibility List

Tested Wired Headsets Compatibility List

Tested Yealink Headset- RJ-9 Interface

Manufacturer	Model	Wired Headset Connection	Compatible Phone	IP Phone Interface Type

Yealink	YHS 33	Direct connect (RJ9)	SIP-T58V, SIP-T58A SIP-T56A, VP59 SIP-T53,SIP-T53W SIP-T54W, SIP-T57W T54S, T52S SIP-T48S, SIP-T48G SIP-T46S, SIP-T46G SIP-T42S, SIP-T42G SIP-T41S, SIP-T41P SIP-T40P, SIP-T29G SIP-T27G, SIP-T27P SIP-T23G, SIP-T23P SIP-T21P E2, SIP-T19P E2	RJ-9

Tested Poly, Jabra, Sennheiser Headset- RJ-9 Interface

Manufacturer	Model	Headset Connection	Compatible Phone	Interface Type
Plantronics	SupraPlus (HW251, HW251N, HW261, HW261N)	Plantronics U10P-S Cord	SIP-T48S, SIP-T48G SIP-T46S, SIP-T46G SIP-T42S, SIP-T42G SIP-T41S, SIP-T41P SIP-T40P, SIP-T29G SIP-T27G, SIP-T27P SIP-T23G, SIP-T23P SIP-T21P E2, SIP-T19P E2	RJ-9
	Entera (HW111N, HW121N)			
	Encore (Pro710, Pro720, Pro540)			
	Practica (SP11, SP12)	Direct connect (RJ9)		
Jabra	GN2120 NC-AP	Jabra GN1200		
	GN2000 MONO			
	BIZ 1900 MONO			
	GN2110 ST-AP			
	BIZ 2300 QD			
	BIZ 2400 MONO			
Sennheiser	SC660 & SC662	Sennheiser 5362 - CSTD 01 Cables		
	SC630 & SC632			
	SC230 & SC232			
	SC260 & SC262			
	SC xx2 variants are low impedance			

Tested Yealink Headsets--USB Interface

Manufacturer	Model	Compatible Phone	IP Phone Interface Type
Yealink	UH33	SIP-T58V, SIP-T58A SIP-T56A, VP59 T54S, T52S SIP-T48S, SIP-T46S SIP-T42S, SIP-T41S **——V83** SIP-T53,SIP-T53W SIP-T54W,SIP-T57W **——V84** SIP-T42U,SIP-T43U, SIP-T46U,SIP-T48U, **——V85**	USB2.0
	UH36		

Tested Poly, Jabra, Sennheiser Headset- USB Interface

Manufacturer	Model	Compatible Phone	IP Phone Interface Type
Plantronics	Blackwire C310/C315/C320/C325 (Not applicable for VP59)	SIP-T58V SIP-T58A SIP-T56A VP59 **——V83**	USB 2.0
	Blackwire C435 (Not applicable for VP59)		
	Blackwire C510/C520 (Not applicable for VP59)		
	Blackwire C5210 (Only applicable for VP59)		
	Blackwire C3210 (Only applicable for VP59)		
	Blackwire C710/C720/C725		
Jabra	Evolve 20		
	Evolve 30(Not applicable for VP59)		
	Evolve 40		
	Evolve 80 (Not applicable for VP59)		
	BIZ 2300 & BIZ 2400		
	BIZ 1500 (Not applicable for VP59)		

Sennheiser	SC 30/60 USB CTRL (Not applicable for VP59)		
	SC 40/70 USB CTRL (Not applicable for VP59)		
	SC 45/75 USB CTRL		
	SC 230/260 USB CTRL II		
	SC 232/262 (Only applicable for VP59)		
	SC 630/660 USB CTRL		
	SC 635 (Only applicable for VP59)		
	SC 632/662 (Only applicable for VP59)		
Plantronics	Blackwire C720	SIP-T54S SIP-T52S SIP-T48S SIP-T46S SIP-T42S SIP-T41S **——Based on V84** SIP-T42U SIP-T43U SIP-T46U SIP-T48U **——Based on V85**	USB 2.0
	Blackwire C5210		
	Blackwire C310		
	Blackwire C3210		
Jabra	Evolve 30		
	Evolve 40		
	Jabra EVOLVE LINK		
	BIZ 2400		
Sennheiser	SC 30/60 USB CTRL		
	SC 40/70 USB CTRL		
	SC 45/75 USB CTRL		
	SC 230/260 USB CTRL II		
	SC 630/660 USB CTRL		
Plantronics	Blackwire C720		
	Blackwire C5210		
	Blackwire C310		
	Blackwire C3210		
	BT300+Voyager Legend		
	BT600+B825(Focus)		

Jabra	Evolve 20	SIP-T53 SIP-T53W SIP-T54W SIP-T57W **—Based on V84**	USB 2.0
	Evolve 40		
	Link 360+Evolve 65		
	Link 370+Evolve 75		
	BIZ 2400		
Sennheiser	SC635		
	SC 75		
	SC232		
	SC262		
	SC632		
	SC660		
	BTD800+presence uc		
	BTD800+MB pro2		

Wired Headset Compatibility Center

Introduction

The Yealink USB wired headset is compatible with the following operating system: Windows (Windows 8, Windows 8.1, Windows 10) and macOS (Catalina, Mojave, Big Sur).

This compatibility center contains phones of various brands, and you can enter the center to search for the compatible phone you want.

- Yealink
- 3CX
- Avaya
- Broadsoft
- Cisco
- CounterPath
- Citec
- Fanvil
- Google
- Grandstream
- Joher
- Microsoft
- NEXI
- Provu
- Poly
- ReachUC
- Ringcentral
- Swyx
- Snom
- Starface
- Teamfon
- Telair
- Telenia
- Teamsystem Communication
- UPC
- Unify
- Virtualpbx
- Yeastar
- Zoiper
- Zoom

Click https://support.yealink.com/en/portal/compatible to enter.

UH34 Compatibility List

For the PC

OS	Connectivity	Softphone	Description

Windows 8 or higher MAC 10.14.6 or higher	USB Cable	- Skype for Business	- Adjust volume - Incoming call ringtone - Answer/reject/end call - Switch call - Redial a call
Windows 8 or higher MAC 10.14.6 or higher	USB Cable	- Microsoft Teams	- Adjust volume - Incoming call ringtone - Answer/reject/end call - Switch call

For the Desk Phone

Connectivity	Brand	Features	Model
USB Cable	Yealink	Enhanced function	T4XS/T4XU/T53/T53C/T5XW/T58A/VP59 (V85 or higher)
USB Cable	Yealink	Basic function	Teams T55A/MP56/VP59 (V15) SfB T48S/T55A/T56A/MP56 (V9)
USB Cable	Poly	Basic function	VVX 501
USB Cable	SNOM	Basic function	D765/D385/D735

Basic Function: Answer call / Mute / End call

Enhanced Function: Audio optimization / Redial / Call hold / Volume synchronization / Multiple calls control (Enhanced function is only applicable to the Yealink phones running firmware version 85 or higher).

ⓘ **NOTE**

-3.5mm analog connection compatibility: devices with 3.5mm jack connectors in CTIA audio jack standard, speaker impedance: 32Ω.

-Models in the series support a 3.5mm jack: UH34 SE, and models that do not support a 3.5mm jack: UH34, UH34 Lite.

UH36 Compatibility List

For the PC

OS	Connectivity	Softphone	Description
Windows 8 or higher MAC 10.14.6 or higher	USB Cable	- Skype for Business	- Adjust volume - Incoming call ringtone - Answer/reject/end call - Switch call - Redial a call
Windows 8 or higher MAC 10.14.6 or higher	USB Cable	- Microsoft Teams	- Adjust volume - Incoming call ringtone - Answer/reject/end call

For the Desk Phone

Connectivity	Brand	Features	Model
USB Cable	Yealink	Enhanced function	T4XS/T4XU/T53/T53C/T5XW/T58A/VP59 (V85 or higher)
USB Cable	Yealink	Basic function	Teams T55A/MP56/VP59 (V15) SfB T48S/T55A/T56A/MP56 (V9)
USB Cable	Poly	Basic function	VVX 501
USB Cable	SNOM	Basic function	D765/D385/D735

Basic Function: Answer call / Mute / End call

Enhanced Function: Audio optimization / Redial / Call hold / Volume synchronization / Multiple calls control (Enhanced function is only applicable to the Yealink phones running firmware version 85 or higher).

ⓘ **NOTE**

3.5mm analog connection compatibility: devices with 3.5mm jack connectors in CTIA audio jack standard, speaker impedance: 32Ω.

UH37 Compatibility List

For the PC

OS	Connectivity	Description
Windows 8 or higher MAC 10.14.6 or higher	USB Cable	- Adjust volume - Play music - Answer/end call - Redial call (Not for Microsoft Teams) - Mute call - Dismiss/invoke raise a hand during the meeting (For Microsoft Teams) - Hold call (For Skype for Business)

For the Desk Phone

Connectivity	Version	Desk Phone	Description
USB Cable	V86	T58V/A/VP59/T58W/T4XS/T4XU/T5XW/T33G	- Adjust volume - Answer/end/reject call - Redial call (Not for Microsoft Teams) - Mute call - Hold call - Multi-calls
USB Cable	V85	T58/VP59/T67LTE/T4XS/T4XU/T5XW/T53C/T33G	- Adjust volume - Answer/end/reject call - Redial call (Not for Microsoft Teams) - Mute call - Hold call - Multi-calls

USB Cable	Teams Phone	T58/VP59/MP5X	- Adjust volume - Answer/end/reject call - Redial call (Not for Microsoft Teams) - Mute call
USB Cable	SFB Phone	MP5X/T56/T4XS	- Adjust volume - Answer/end/reject call - Redial call (Not for Microsoft Teams) - Mute call

UH38 Compatibility List

For the PC

OS	Connectivity	Description
Windows 8 or higher MAC 10.14.6 or higher	USB Cable/Dongle BT51	- Adjust volume - Answer/end/reject call - Mute/unmute call - Hold call - Play music

For the Desk Phone

Version	Desk Phone
V86	T58/VP59/T41S/T57W
V85	T58/VP59/T67LTE/T41S/T42U
Teams Phone	MP58/VP59
SFB Phone	MP58

FAQ

What client soft or IP phone does UH38 support?

YHS34/YHS36 Compatibility List

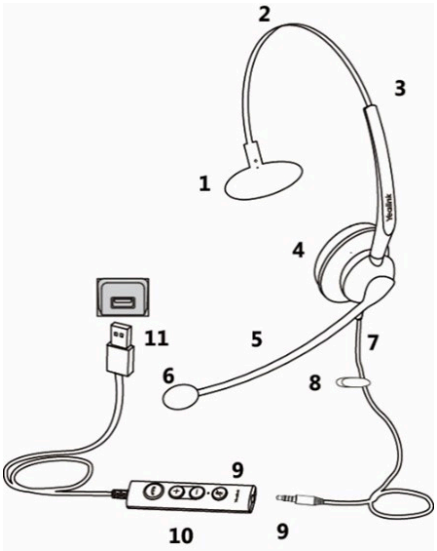
For compatibility with Yealink desk phones, please refer to the latest datasheet.
YHS34: https://www.yealink.com/product/headset-yhs34
YHS36: https://www.yealink.com/product/headset-yhs36
For compatibility with desk phones of other brands :
Polycom: Polycom VVX201, Polycom VVX600
Grandstream: Grandstream GXP1625, Grandstream GXP2135, Grandstream GRP2613, Grandstream GRP2604P, Grandstream GXV3370
Snom: Snom D385, Snom D735

Getting Started

UH33

UH33

After opening the package, check that all the items on the list are included. If any items are missing, contact your dealer.



No.	Name
1	T-Bar
2	Adjustable Headband
3	Adjustable Rod
4	Receiver
5	Boom
6	Microphone with sponge cover
7	Headset Cable
8	Clothing Clip
9	3.5 mm Jack
10	Controller
11	USB Connector

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

UH34

Package Contents

After opening the package, check that all the items on the list are included. If any items are missing, contact your dealer.

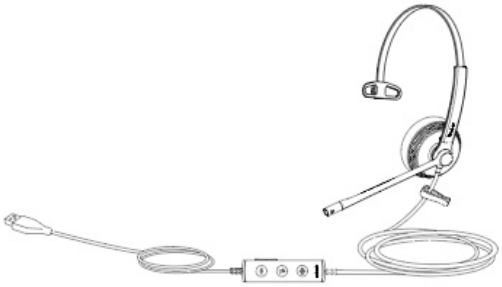
UH34 (Lite) Mono & UH34 (Lite) Dual

- **UH34 (Lite) Mono**

UH34 (Lite) Mono Headset

Quick Start Guide

- **UH34 (Lite) Dual**



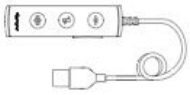
UH34 (Lite) Dual Headset

Quick Start Guide

UH34 SE Mono & UH34 SE Dual

- **UH34 SE Mono**

UH34 (Lite) Mono Headset

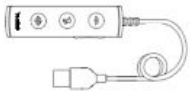


YHC20 SE

Quick Start Guide

- **UH34 SE Dual**

UH34 (Lite) Mono Headset



YHC20 SE

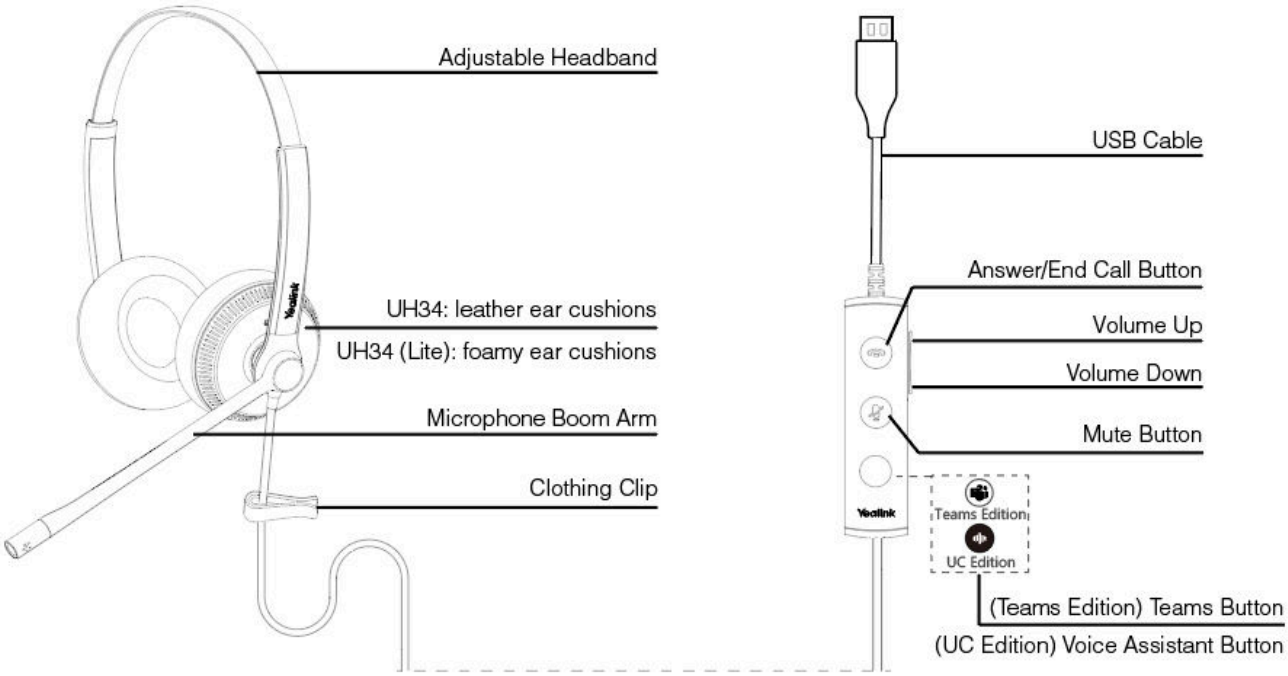
Quick Start Guide

TIP

We recommend that you use the accessories provided or approved by Yealink. The unapproved third-party accessories may result in reduced performance.

Overview

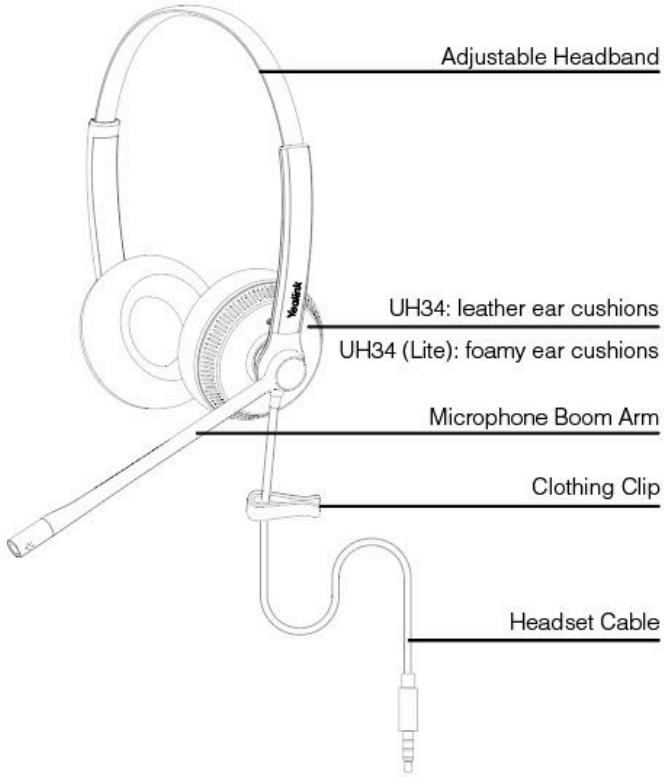
UH34 (Lite) Mono & UH34 (Lite) Dual

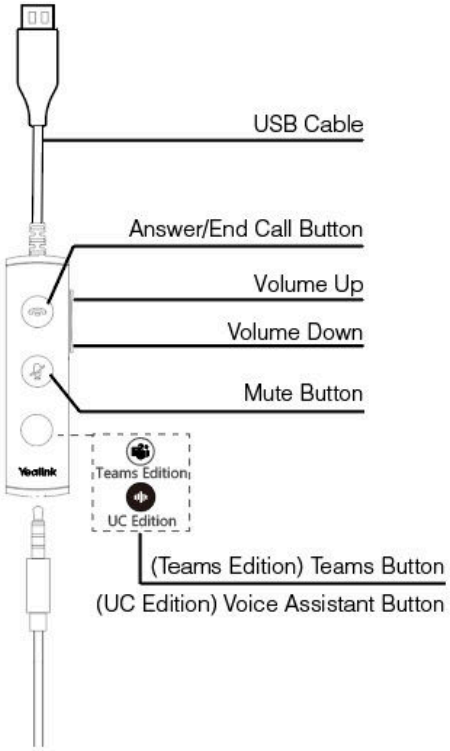


Item	Action & Function
Answer/End Call Button	Press to answer, reject, or end a call.
Mute Button	Press to mute or unmute microphone.
(Teams Edition) Teams Button	· Press and hold for 2 seconds to activate Cortana integrated in Teams (this requires Microsoft’s support). · Press to invoke the Teams client.

(UC Edition) Voice Assistant Button	Press and hold for 2 seconds to activate the voice assistant.
Volume Up	Press to turn up volume.
Volume Down	Press to turn down volume.

UH34 SE Mono & UH34 SE Dual





Item	Action & Function
Answer/End Call Button	Press to answer, reject, or end a call.
Mute Button	Press to mute or unmute microphone.
(Teams Edition) Teams Button	· Press and hold for 2 seconds to activate Cortana integrated in Teams (this requires Microsoft’s support). · Press to invoke the Teams client.
(UC Edition) Voice Assistant Button	Press and hold for 2 seconds to activate the voice assistant.
Volume Up	Press to turn up volume.
Volume Down	Press to turn down volume.

LED Indicator Status

LED Indicator Status

The following is the Teams/Voice Assistant Button LED Indicator.
When used with the Teams client, the button LED indicator is as follows. When the voice assistant is activated, the button always glows white.

LED Indicator	Description
Slow-flashing white	When there are missed calls/voice mails/Teams meeting notifications
Solid white	Teams connected
Off	Teams disconnected

FAQ

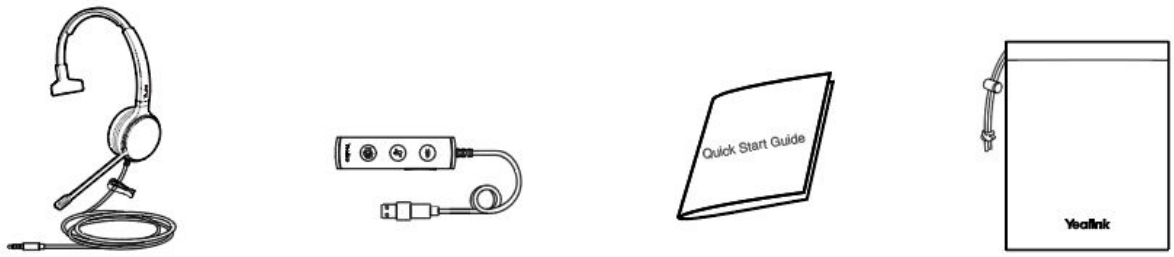
If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

UH36

Package Contents

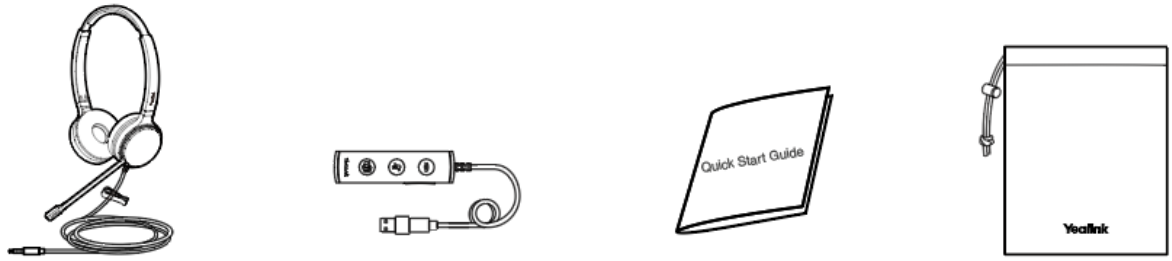
After opening the package, check that all the items on the list are included. If any items are missing, contact your dealer.

- **UH36 Mono**



UH36 Mono Headset | YHC20 | Quick Start Guide | Drawstring Bag

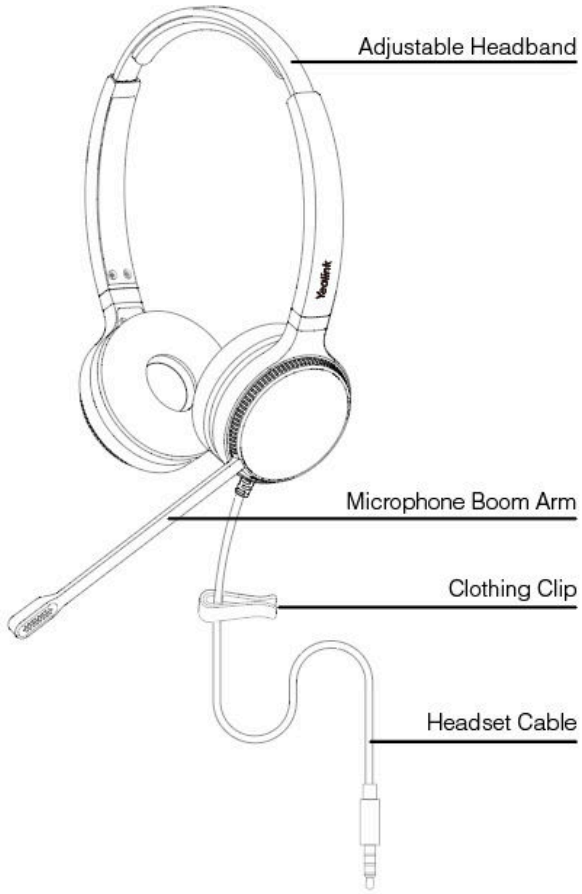
- **UH36 Dual**

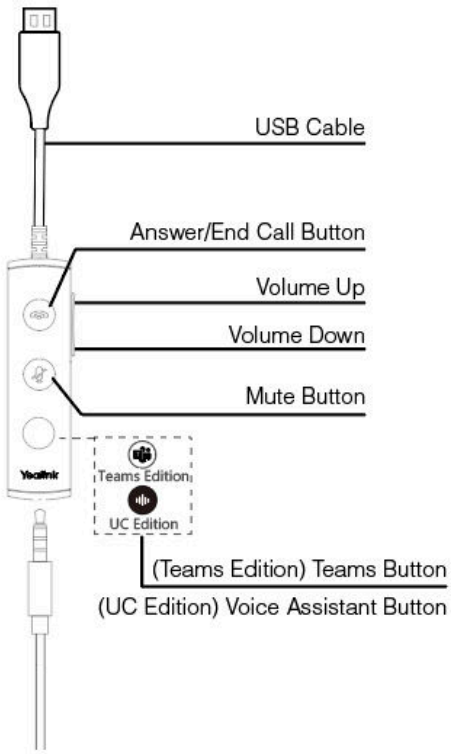


UH36 Dual Headset | YHC20 | Quick Start Guide | Drawstring Bag

TIP
We recommend that you use the included accessories, and other accessories may have compatibility issues that prevent them from working properly.

Overview





Item	Action & Function
Answer/End Call Button	Press to answer, reject, or end a call.
Mute Button	Press to mute or unmute microphone.
(Teams Edition) Teams Button	· Press and hold 2 seconds to activate Cortana integrated in Teams (this requires Microsoft' s support). · Press to invoke the Teams client
(UC Edition) Voice Assistant Button	Press and hold for 2 seconds to activate the voice assistant.
Volume Up	Press to turn up volume.
Volume Down	Press to turn down volume.

NOTE
Before using the Teams button functions, you should install the Microsoft Teams client on your PC, smartphone or tablet.

LED Indicator Status

LED Indicator Status

The following is the Teams/Voice Assistant Button LED Indicator.
When used with the Teams client, the button LED indicator is as follows. When the voice assistant is activated, the button always glows white.

LED Indicator	Description
Flash green fast	Receive a incoming call
Solid green	During a call
Flash green slowly	Hold call
Slow-flashing white	When there are missed calls/voice mails/Teams meeting notifications
Solid white	Teams connected
Off	Teams disconnected/end call/reject call

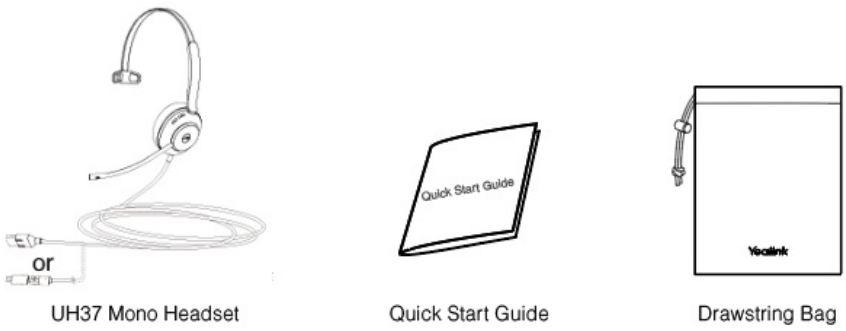
FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

UH37

Package Contents

- **UH37 Mono**



- **UH37 Dual**

UH37 Dual Headset

Quick Start Guide

Drawstring Bag

TIP

We recommend that you use the included accessories, and other accessories may have compatibility issues that prevent them from working properly.

LED Indicator Status

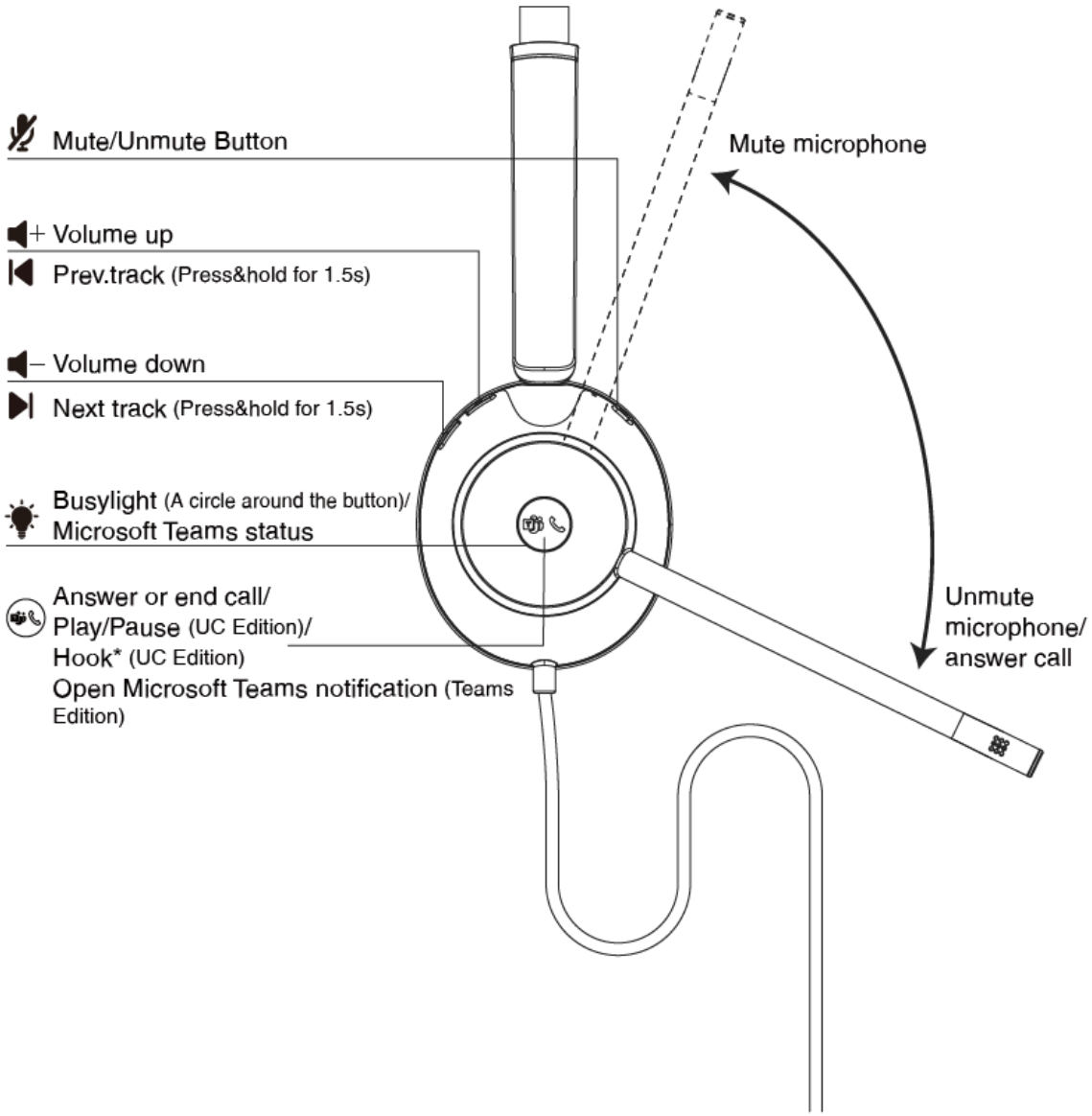
LED Indicator Status

LED Indicator	Description
Flash red	Receive an incoming call
Solid red	During a call/hold call /redial
Off	Teams disconnected

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

Overview



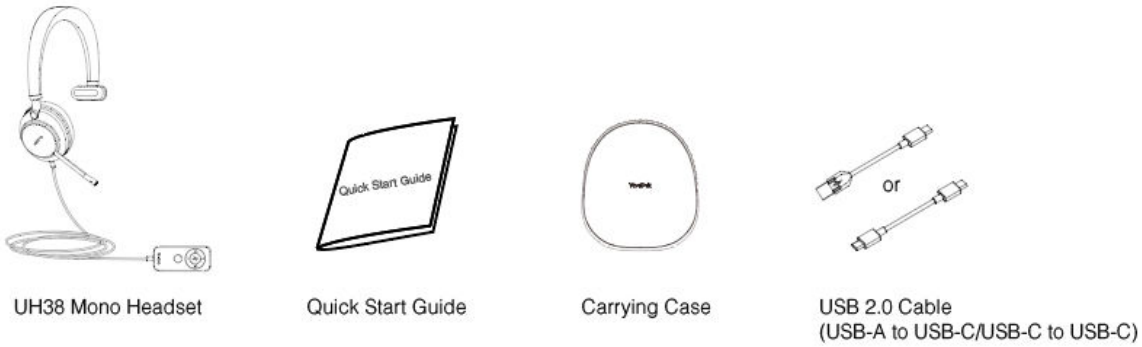
You need to go to the Yealink USB Connect application to enable this feature.

- Click **Device settings** > **Advanced Settings** > **Platform to select UC**.
- Click **MFB Button** to select **HOOK**.

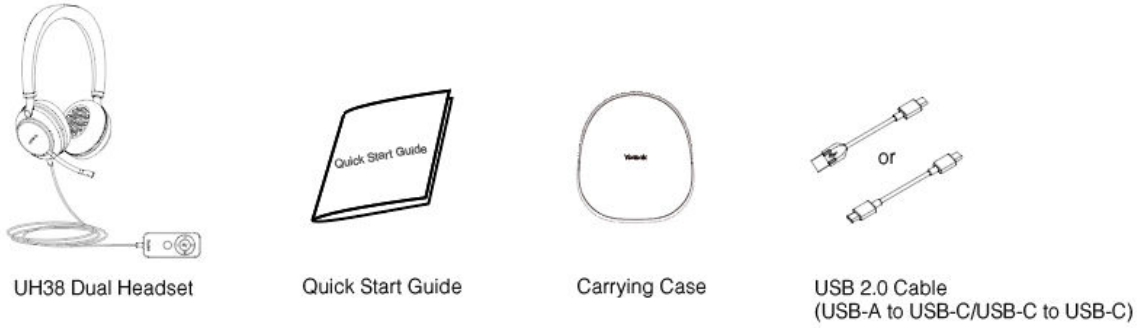
UH38

Package Contents

- **UH38 Mono**



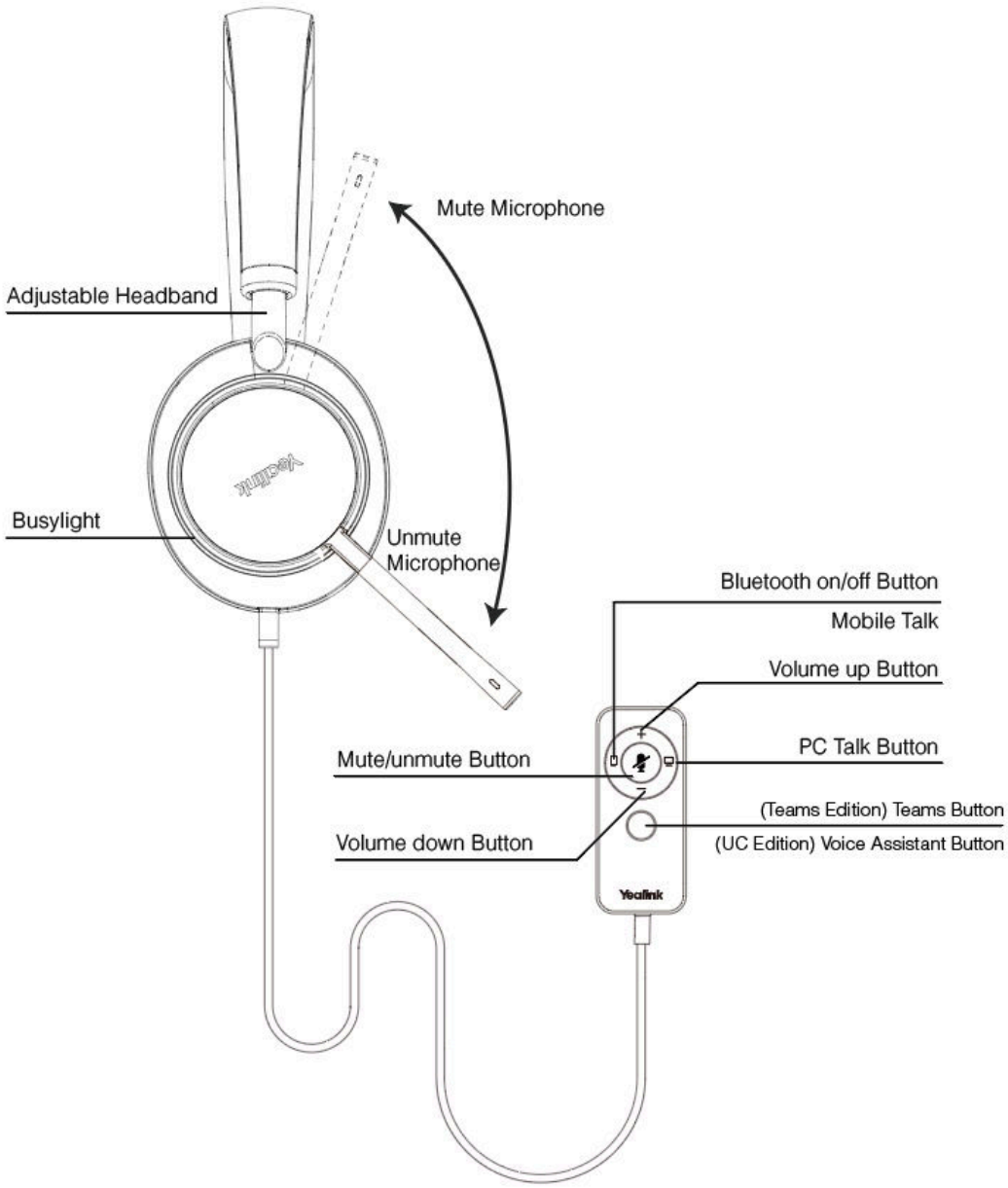
- **UH38 Dual**



TIP

We recommend that you use the included accessories, and other accessories may have compatibility issues that prevent them from working properly.

Overview



Item	Action & Function
Bluetooth on/off Button and Mobile Talk	· Press and hold for 5 seconds while powered off to enter the Bluetooth pairing mode (the button flashes red and blue). Then, search and connect Yealink UH38 on the mobile phone. · Press and hold for 5 seconds to turn off Bluetooth. · Bluetooth device call control button: press to answer, reject, or end a mobile call.
Mute/unmute Button	Press to mute or unmute microphone.
PC Talk Button	USB connected device call control button: press to answer, reject, or end a PC/desk phone call.
Volume up Button Volume down Button	Press to turn up/turn down volume.
(Teams Edition) Teams Button	· Press and hold 2 seconds to activate Cortana integrated in Teams (this requires Microsoft’s support). · Press to invoke the Teams client.

(UC Edition) Voice Assistant Button	Press and hold for 2 seconds to activate the voice assistant.

ⓘ **NOTE**
Before using the Teams feature, you should install the Microsoft Teams client on your PC.

LED Indicator Status

Busylight Indicator

Introduction of the busylight indicator on both sides of the headset:

Indicator	Description
Flash red	Incoming call rings
Solid red	During a call

Mobile/PC Button Indicator

- **Mobile Button Indicator**

Indicator	Description
Solid green for 2 seconds	Enable Bluetooth
Flash red and blue alternately for 500 ms/time	Bluetooth enters the pairing state
Solid red for 2 seconds	Disable Bluetooth
Solid blue for 2 seconds	Bluetooth pairing succeeded
Flash green	Receive an incoming call
Solid green	During a call
Flash green twice	Stay on the line
Flash red slowly	Low battery level

- **PC Button Indicator**

Indicator	Description
Flash green	Receive an incoming call
Solid green	During a call
Flash green twice	Stay on the line
The green light flashes slowly during the upgrade	Headset is being upgraded (when the upgrade is complete, the LED indicator of the mobile button, mute button, and PC button flash simultaneously for 1 second and then turns off)

Teams/Voice Assistant Indicator

When the headset activates the voice assistant, the button backlight is always on. When the headset works with Teams Client, the button backlight is shown below:

Indicator	Description
Flash white slowly	Receive a missed call/voice message/meeting notification
White LED indicator flashes slowly and turns into solid white	Teams connected successfully
White LED indicator flashes slowly and then turns off	Teams is not connected

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

YHS34

Package Contents

After opening the package, check that all the items on the list are included. If any items are missing, contact your dealer.

- **YHS34 Dual**

YHS34 Dual Headset QD to RJ9 Straight Cord Quick Start Guide

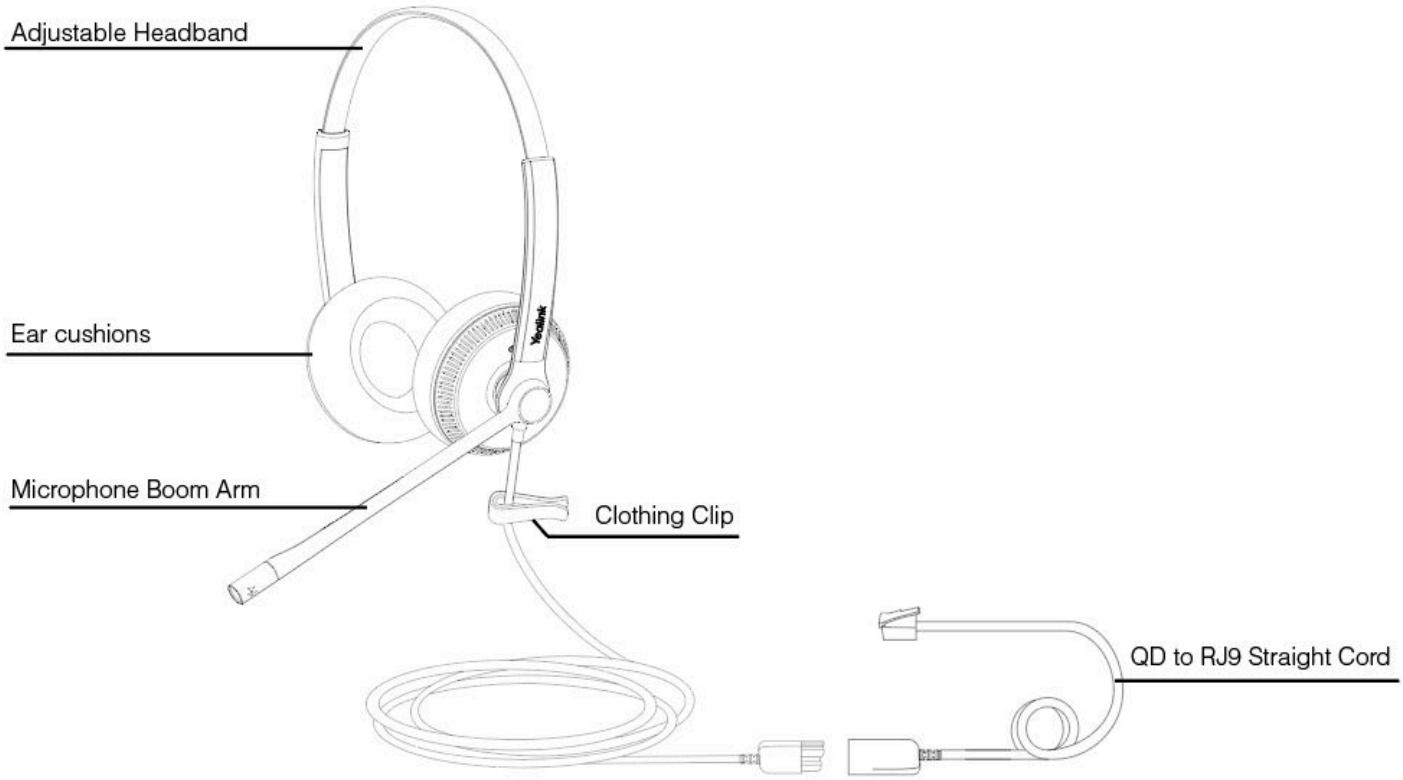
- **YHS34 Mono**

YHS34 Mono Headset QD to RJ9 Straight Cord Quick Start Guide

TIP
We recommend that you use the included accessories, and other accessories may have compatibility issues that prevent them from working properly.

Overview

Overview



FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

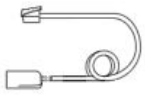
YHS36

Package Contents

After opening the package, check that all the items on the list are included. If any items are missing, contact your dealer.

- **YHS36 Dual**

YHS36 Dual Headset

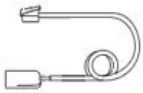


QD to RJ9 Straight Cord

Quick Start Guide

- **YHS36 Mono**

YHS36 Dual Headset



QD to RJ9 Straight Cord

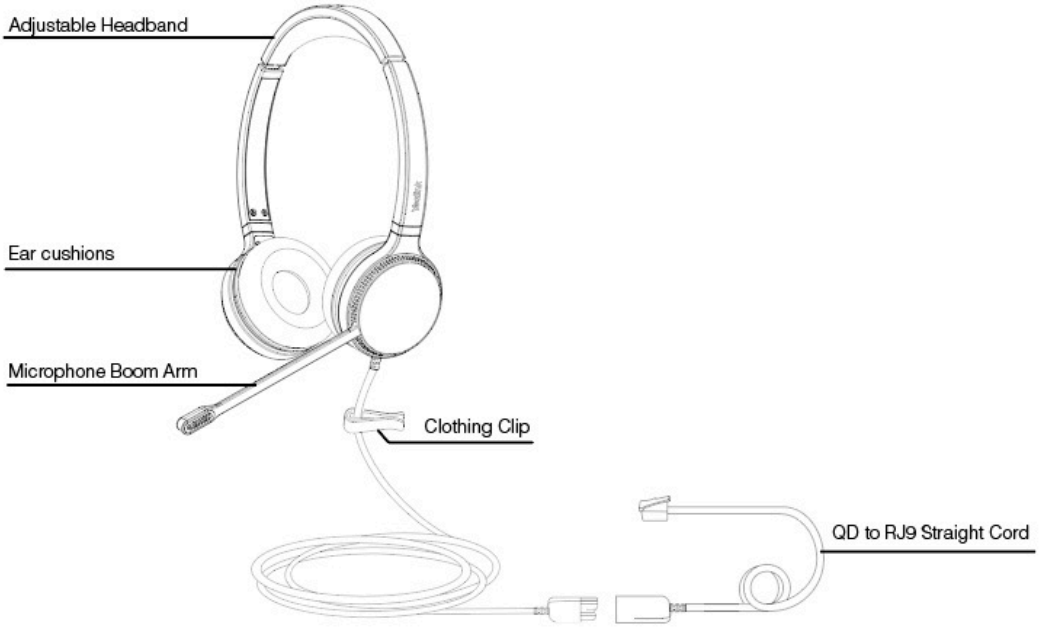
Quick Start Guide

TIP

We recommend that you use the included accessories, and other accessories may have compatibility issues that prevent them from working properly.

Overview

Overview



FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

Using Test

It is applicable to UH33/UH34/UH36/UH38/YHS34/YHS36.
Are you still struggling with how to set up Teams and Yealink headsets? Are you experiencing problems that you can’ t control remotely? These tips will take you quickly through various scenarios of the Yealink headsets and Teams.

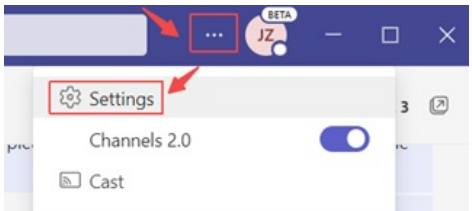
Necessary Checks

Enable Teams Only Mode

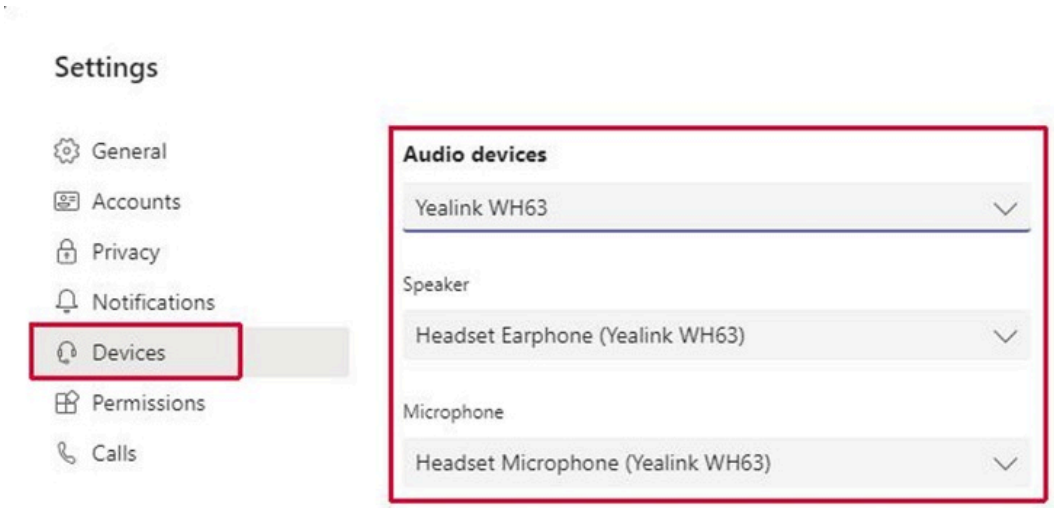
Currently, only **Teams Only Mode** can support remote call control, so we must enable it first.
If you have an IT/Network Team, please check with them. If you are the IT guy, please check this mode on **TAC** (Teams Admin Center). Here is the TAC Link: https://admin.microsoft.com

Select Corresponding Audio/Video Device

1. Go to **Settings->Devices**.



2. Choose the headset you are going to use.



Some Teams Known Problems/Temporary Solutions

Unable to wake up the Teams client by Pressing the MFB button

Win\mac can’t PSTN call out

Teams + WH66/67 can’t pick up the call, it appears as an incoming call on WH66/67 display screen and the call is unable to pick up by pressed the call control button

Abnormal behavior on Multi-application call scenario

After a Team meeting, when end call from Teams side, headset is stuck in the call interface

Double click MFB button cannot redial

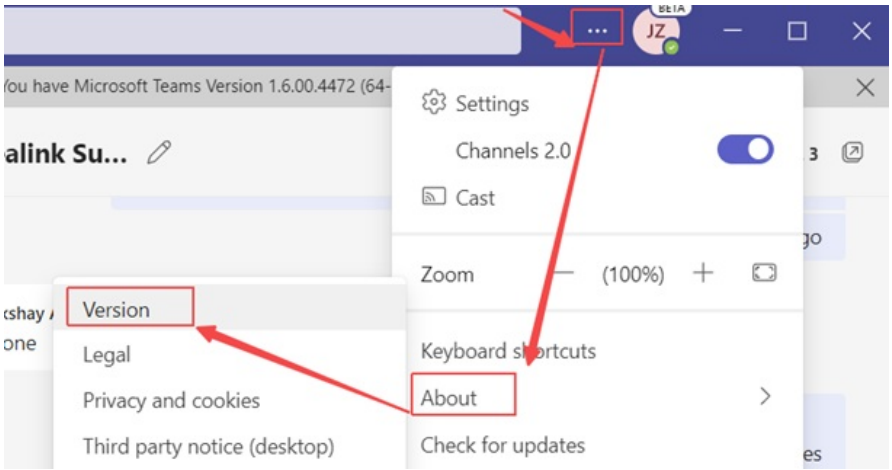
Mute button will end Teams call

Some Useful Debug Info

If you report a problem to Yealink support may ask some information: Teams version, Log from Headset, Log from Teams and some other questions. So how to provide necessary info to Yealink to get quick support and solution?

How to check the Team version

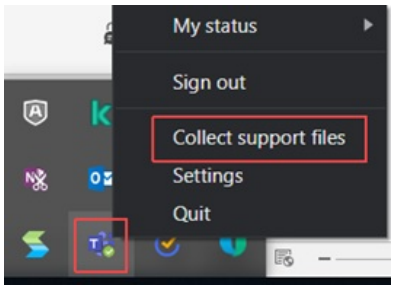
1. Go to **About->Version**, and click.



2. Then you can see the version below:

How to export Teams app’s log?

1. Right Click the **Teams icon->Collect support file**.



2. Press **Ctrl + alt +shift + 1** to record the system log from Teams.

   The default saving path is **This PC->Downloads**.

How to export the debug file from Yealink headset?

Just refer to the FAQ to get it.

> **TIP**
> **Any other questions/problems please contact fae.hs@yealink.com**

Others

Unable to wake up the Teams client by Pressing the MFB button

Please enable Teams app first, then plug the headset.

> **NOTE**
> Yealink version xxx.434.0.xx will solve this problem. Please pay attention on https://support.yealink.com/en/portal/home?categoryId=30

Win\mac can’ t PSTN call out

Introduced in Microsoft version 1.5, fixed in new version (1.5.00.28567 for WINDOWS, 1.5.00.28358 for MAC)

Teams + WH66/67 can’ t pick up the call, it appears as an incoming call on WH66/67 display screen and the call is unable to pick up by pressed the call control button

Teams cache issue, need to check suit 2 scenarios

1. Please make sure you are use only Teams client on the PC, And disable YUC and SFB on the PC.
2. Please make sure you are using the Teams only account. You could check the Teams only account via this link: https://admin.microsoft.com.

Abnormal behavior on Multi-application call scenario

In the normal official environment, there are several softphones using at the same time.
And there is only one audio channel could take the call, so there is a call priority when there are several calls from different

softphones. For example, Teams,3CX, Bria, Webex, etc.
Here is the normal behavior when there are several calls from different softphones.

1. Build up a Teams call first->3CX call incoming-> Pick up the call-> 3CX and Teams will both set to hold status
2. Build up a 3CX call first->Teams call incoming->Pick up the call->Teams will take the call, and 3CX will set to hold status.

> **TIP**
> The different behavior is caused by the priority of Teams call is higher than 3CX.

After a Team meeting, when end call from Teams side, headset stuck in call interface

Teams' bug, all the manufacturer same behavior, MS will release new version to solve this problem in Q1 2023.

Double click MFB button cannot redial

Teams not support such a feature

Mute button will end Teams call

Teams problem, just upgrade Teams to latest version

FAQ

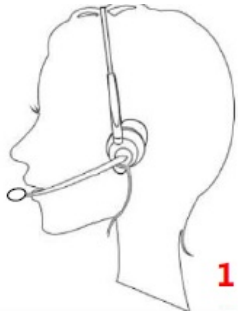
> **TIP**
> If you encounter a problem or can not complete an action, use [Troubleshooting](…\14. Service or Repair\03. Troubleshooting) to identify and resolve the problem.

Fit

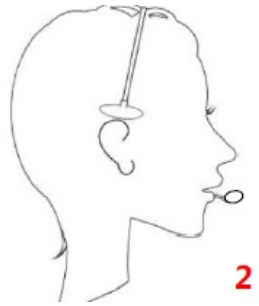
Fit UH33/UH33 SE

UH33 & UH33 SE

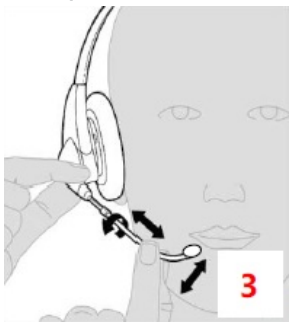
1. To adjust the headband, lengthen or shorten the adjustment rod until it fits comfortably. Position the headset receiver so that the ear cushion sits comfortably over the center of your ears.



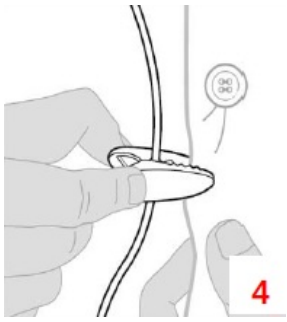
2. Position the T-bar above your ear.



3. Hold the receiver securely against your ear with one hand. With the other hand, adjust the boom to ensure that the microphone sits about one finger-width from your mouth.



4. The clothing clip helps to keep the headset properly positioned and be free from the cord’s weight. Attach the clothing clip at a comfortable level to liberate your hand.



FAQ

If you encounter a problem or can not complete an action, use [Troubleshooting](…\14. Service or Repair\03. Troubleshooting) to identify and resolve the problem.

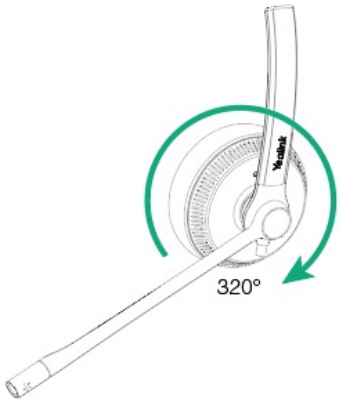
Fit UH34/UH34 SE

Fit Headset

> ⓘ **NOTE**
> It is applicable to UH34 (light)/UH34 SE/YHS34 headset.

Left or Right Wearing Style

You can wear the headset on the left or right by flipping the microphone to the other side (320° limit).



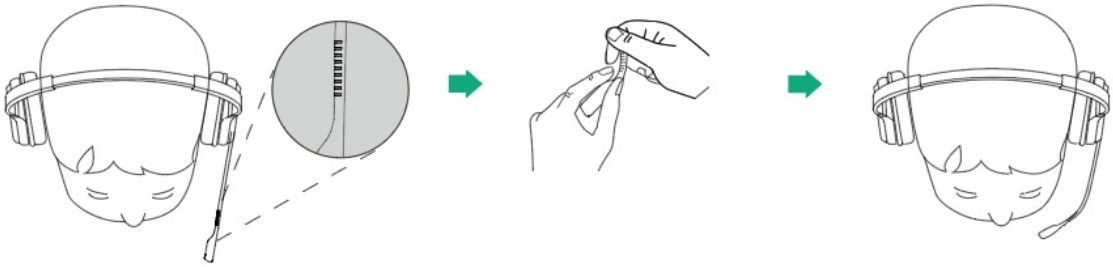
Adjust the Headband

Adjust the headband to find the most comfortable fit.

Position the Microphone

It is recommended to position the microphone close to your mouth (0.5 inches).

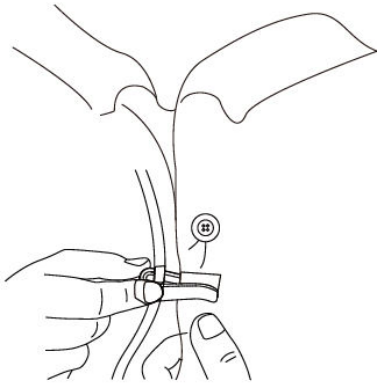
The microphone is bendable for personal preference.



Store the Microphone

The microphone can be placed upright.

The clothing clip helps to keep the headset properly positioned and free from the cord’ s weight. Attach the clothing clip at a comfortable level to liberate your hand.



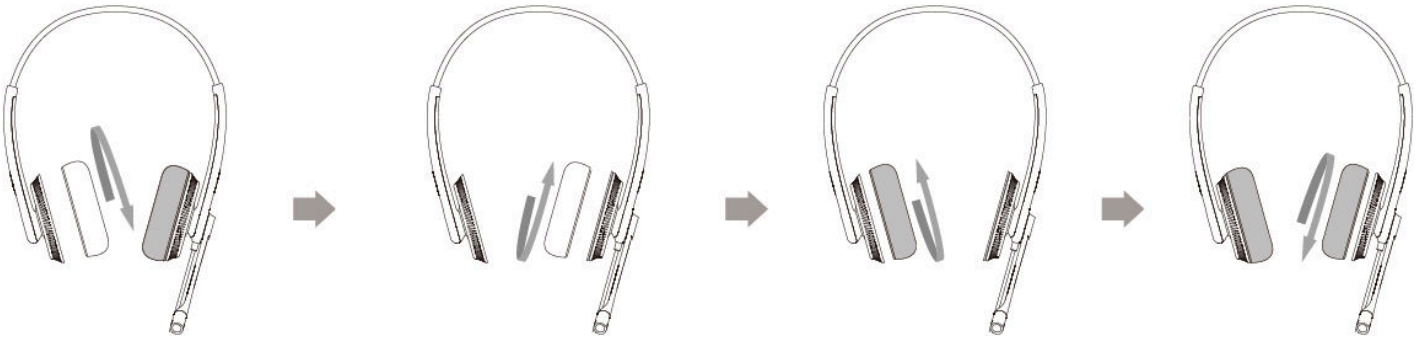
FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

Replace Ear Cushions

Replace Ear Cushions

> ⓘ **NOTE**
> It is applicable to UH34 (light)/UH34 SE/YHS34 headsets.



FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

Fit UH36/YHS36

Fit Headset

> ⓘ **NOTE**
> It is applicable to UH36/YHS36 headset.

Left or Right Wearing Style

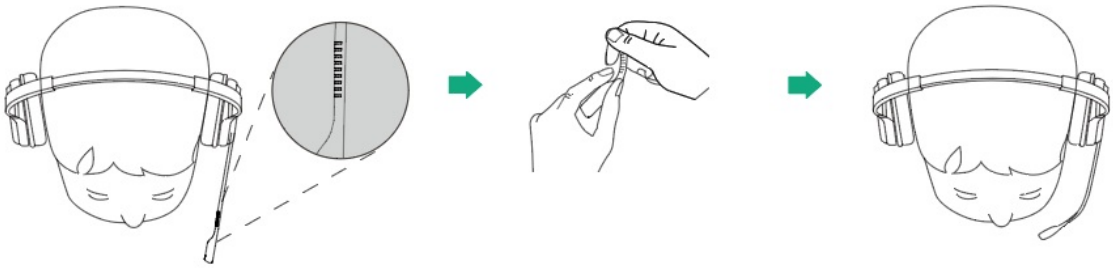
You can wear the headset on the left or right by flipping the microphone to the other side (320° limit).

Adjust the Headband

Adjust the headband to find the most comfortable fit.

Position the Microphone

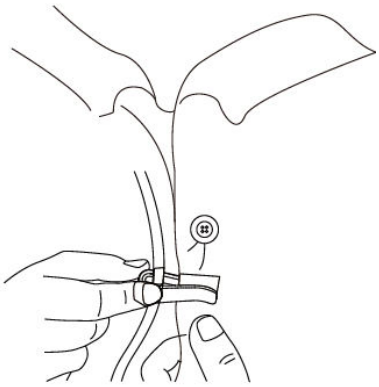
It is recommended to position the microphone close to your mouth (0.5 inches).
The microphone is bendable for personal preference.



Store the Microphone

The microphone can be placed upright.

The clothing clip helps to keep the headset properly positioned and free from the cord’ s weight. Attach the clothing clip at a comfortable level to liberate your hand.

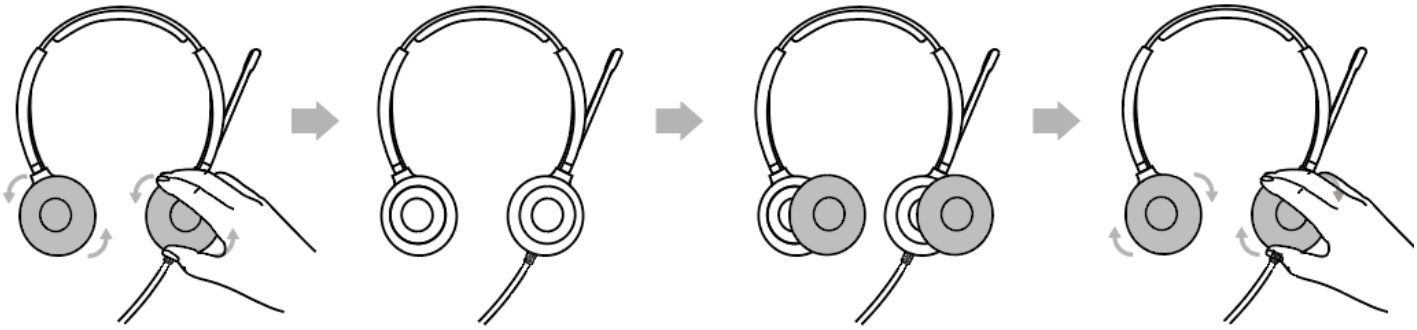


FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

Replace Ear Cushions

NOTE
It is applicable to UH36/YHS36 headset.



If your headset needs warranty service, the process is quick and easy. Please go to https://ticket.yealink.com/page/headset/warranty-service.html and submit RMA Claim to Yealink.

FAQ

TIP

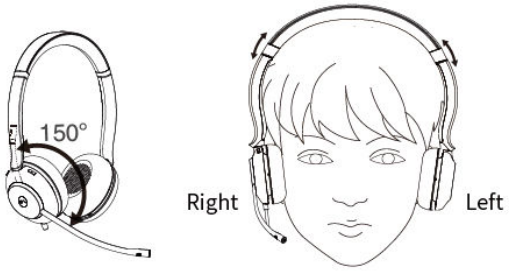
If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

Fit UH37

Wear UH37 Headset

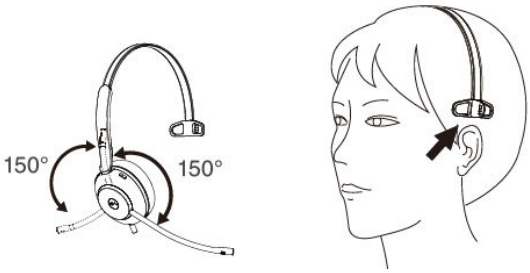
- **Dual Headset**

  You can rotate the microphone is up to 150°.



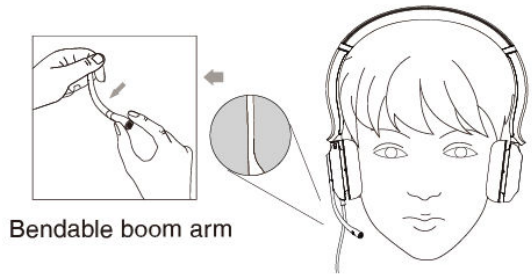
- **Mono Headset**

  You can wear the headset on the left or right by flipping the microphone to the other side (300° limit).



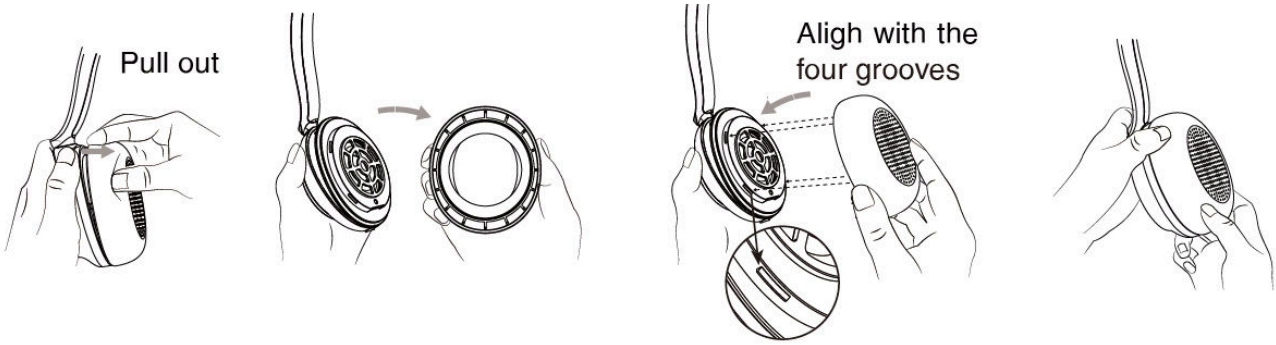
- **Bendable boom arm**

  You can adjust the microphone to find the most comfortable fit. When using the headset, you can bend the microphone boom properly and bring it closer to your mouth for a better sound pickup.



Replace Ear Cushions

Align the new cushion with the four grooves of the headset base and press firmly together.



> ⓘ **NOTE**
> The replaceable ear cushions need to be purchased separately.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

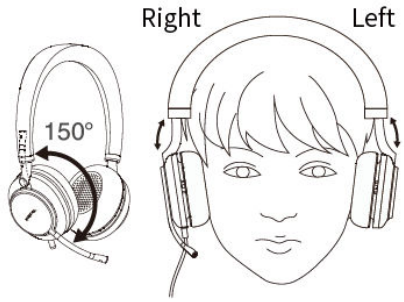
Fit UH38

Wear Headset

Left or Right Wearing Style

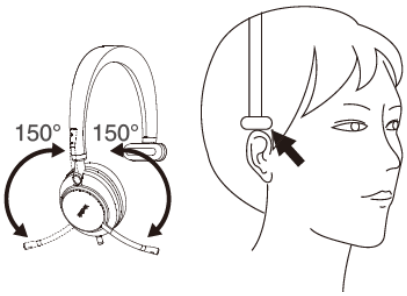
- **Dual Headset**

  You need to distinguish the left and right of the microphone, and the rotation angle of the microphone is up to 150°.



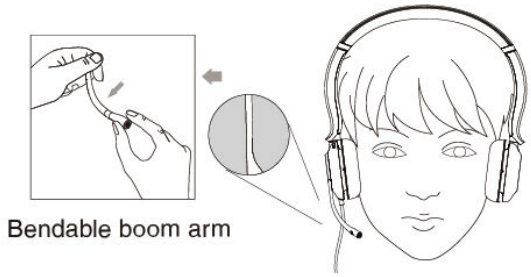
- **Mono Headset**

  You can wear the headset on the left or right by flipping the microphone to the other side (300° limit).



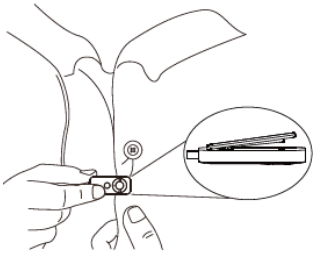
Adjust Microphone

You can adjust the microphone to find the most comfortable fit. When using the headset, you can bend the microphone boom properly and bring it closer to your mouth for better sound pickup.

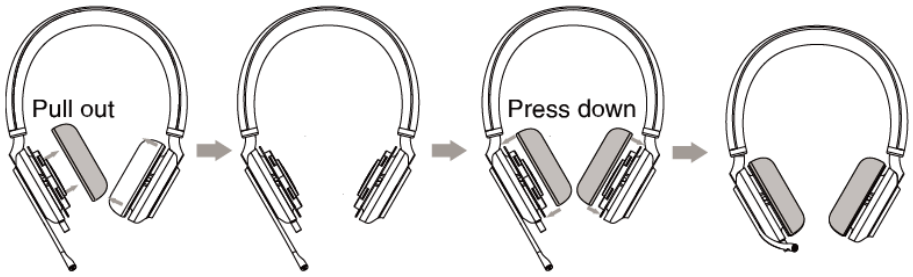


Clothing clip

You can fix the microphone cable to your clothes with clothespins. The clothespin keeps the microphone cable in a convenient position when using your mobile phone away from your PC.



Replace Ear Cushions



When installing a replacement ear cushion:

- Remove the outer layer of the double-sided sticker from the new ear cushion.
- Align the cushion with the headset base and press them firmly together to snap it into place (you can hear a click for all 4 snaps).
- Press around the entire edge of the cushion to make sure that the double-sided tape and the headset base are seamlessly pasted into the entire circle.

FAQ

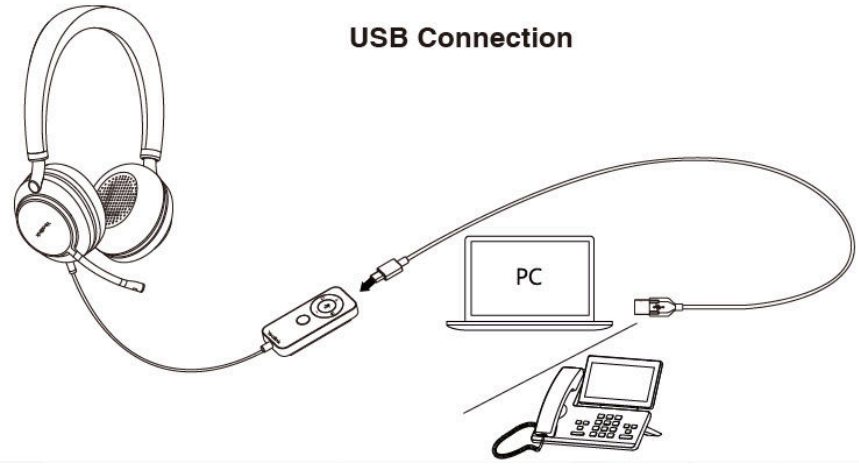
If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

Charge

Charge UH38

Charge Headset

> ⓘ **NOTE**
> It is only applicable to the UH38 dual headset.



Status Check

You can manually check the remaining talk time and device connection of the headset.
In the idle state, press and hold the **Mobile** button for 2 seconds.

- Dual Headset: the voice prompts “XX % battery remains, XXX connected”.
- Mono Headset (without built-in battery): the voice prompts “XXX connected”.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

How long is the battery life UH38 Dual headset with Bluetooth mode?

How long does the UH38-dual headset enter sleep mode when it is on standby?

How to wake up a sleep mode headset?

Why does UH38-dual have a built-in battery, but UH38-mono does not?

How long can the UH38 headset battery last?

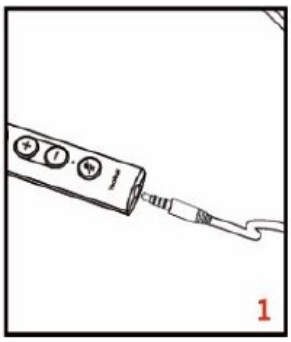
Connect

UH33/UH33 SE Connection

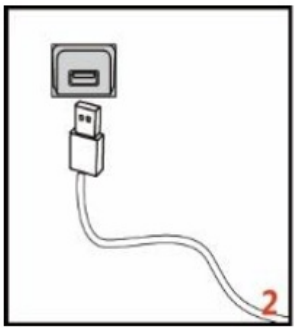
UH33/UH33 SE

Method 1: Connect UH33 to a phone or PC with controller

1. Connect the headset to the 3.5 mm jack of the controller.

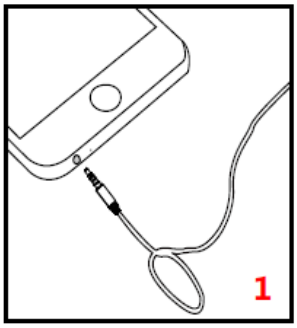


2. To use the headset mode, simply insert the USB connector into the USB port of a compatible PC.



Method 2: Connect to a mobile phone or PC without the controller

Connect the headset to the 3.5 mm jack of the mobile phone or PC.

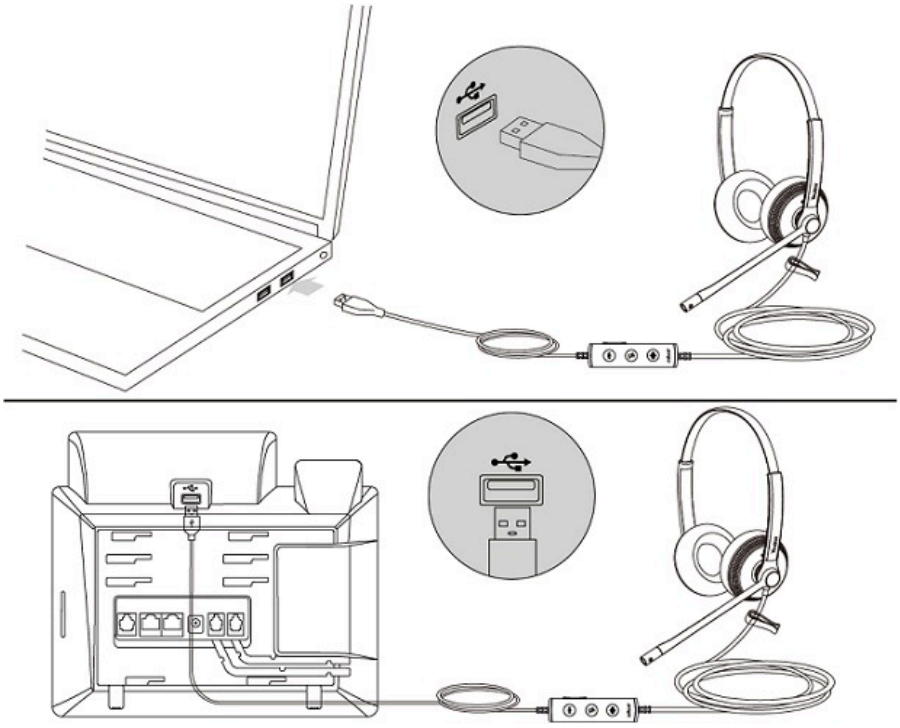


FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

UH34/UH34 SE Connection

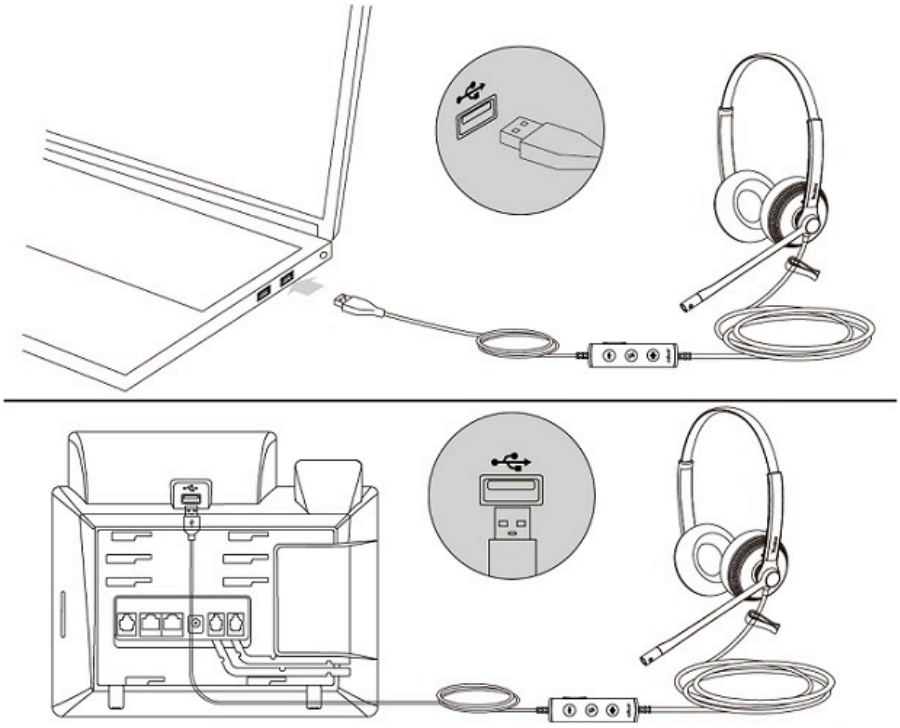
UH34 (Lite) Mono/UH34 (Lite) Dual



UH34 SE Mono/UH34 SE Dual

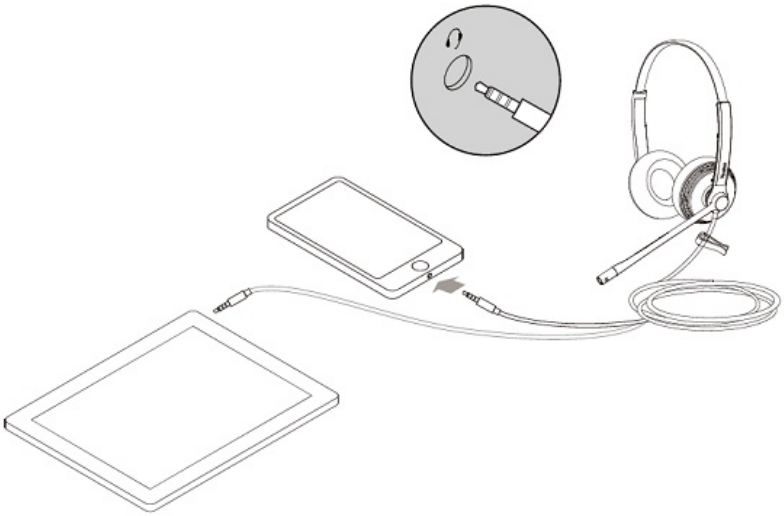
- **With YHC20 SE**:

  Fully plug the headset into the controller YHC20 SE, and connect the YHC20 SE to a USB port on the PC/Yealink IP phone.



- **Without YHC20 SE**:

  Plug the headset directly into your mobile device.



FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

UH36 Connection

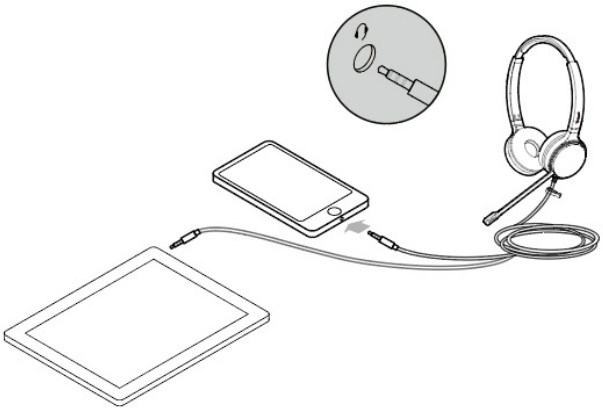
UH36

- **With YHC20**:

  Connect the UH36 headset to the controller YHC20 SE, and connect the YHC20 SE to a USB port on the PC/Yealink IP phone.

- **Without YHC20**:

  Plug the UH36 headset directly into your mobile device.



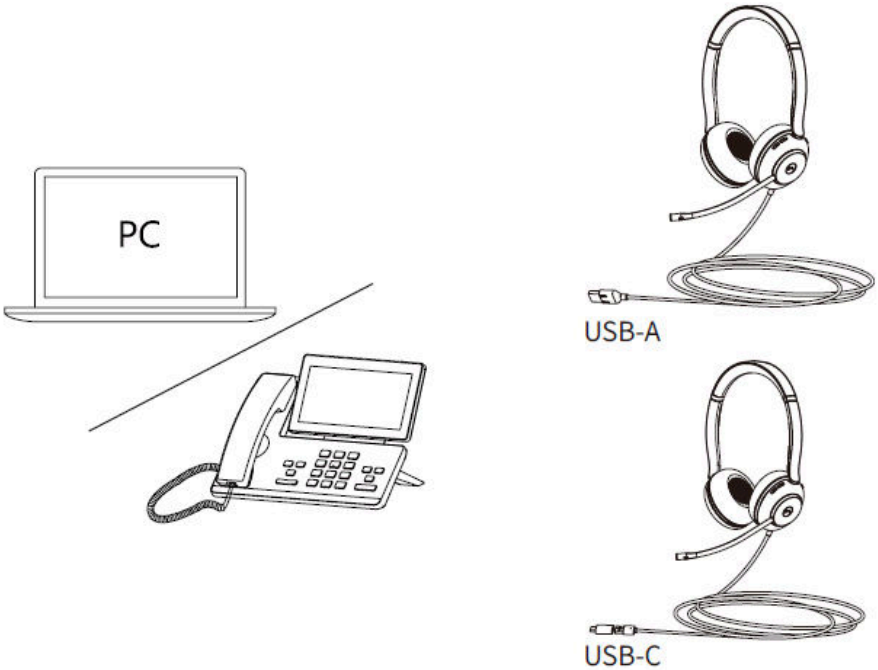
FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

UH37 Connection

UH37

Connect the UH37 headset to either a USB-A or USB-C port on your computer, depending on the USB
a variant of the headset.



NOTE
The USB-A and USB-C can be purchased separately on demand.

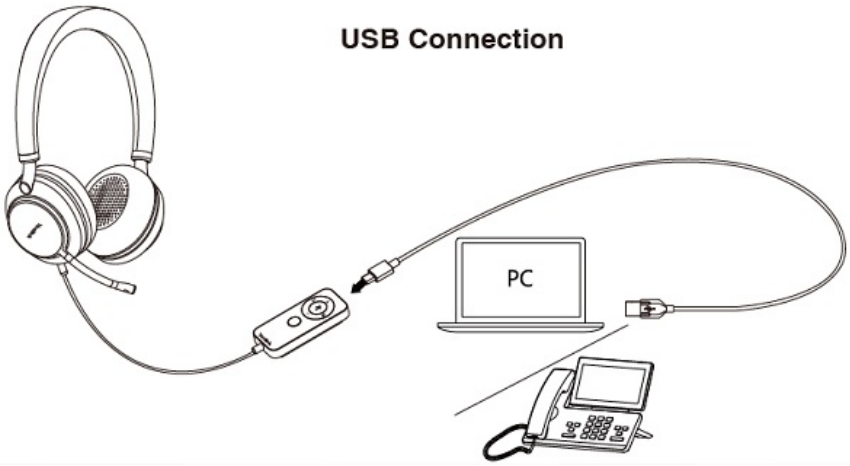
FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

UH38 Connection

Connect UH38 to Devices via USB

Connect to Devices via USB



For the dual headset, you can charge the headset after connecting it to your PC/phone via the USB cable.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

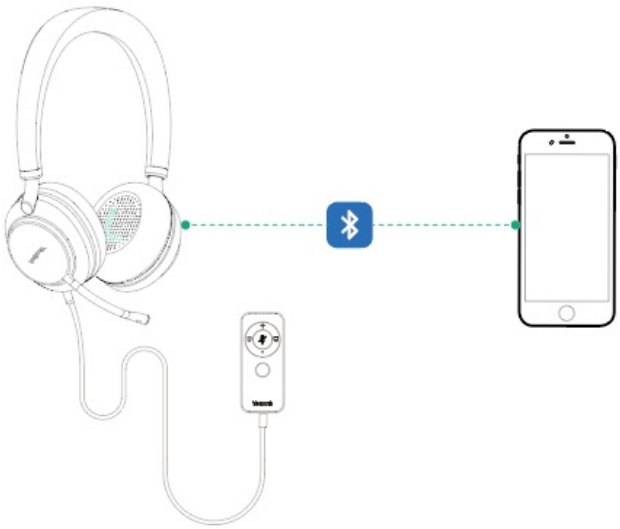
Why the PC prompts the device is not identified?

Can I connect the headset with both USB-A and USB-C cable?

How long is the headset cable and USB cable?

Connect UH38 to Devices via Bluetooth

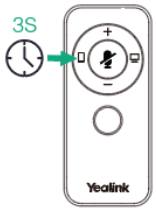
Pair with Mobile Phone



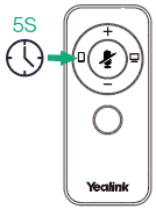
You can connect the headset to your mobile phone via the built-in Bluetooth to use as a Bluetooth headset.

1. The headset enters Bluetooth pairing mode.

   · Unpacking for the first time (Bluetooth has not been paired): Press and hold the **Mobile** button for 3 seconds to enable the Bluetooth, and the headset enters the Bluetooth pairing automatically.

   · Bluetooth has been paired: Press and hold the **Mobile** button for 5 seconds to enable Bluetooth, and the headset enters the Bluetooth pairing automatically.

   The voice prompts "Bluetooth on, remaining talk time XX hours, pairing mode", then the headset enters the Bluetooth pairing mode. The red and blue lights of the **Mobile** button will flash alternately (500ms/time) after 2 seconds of the headset's green LED indicator.

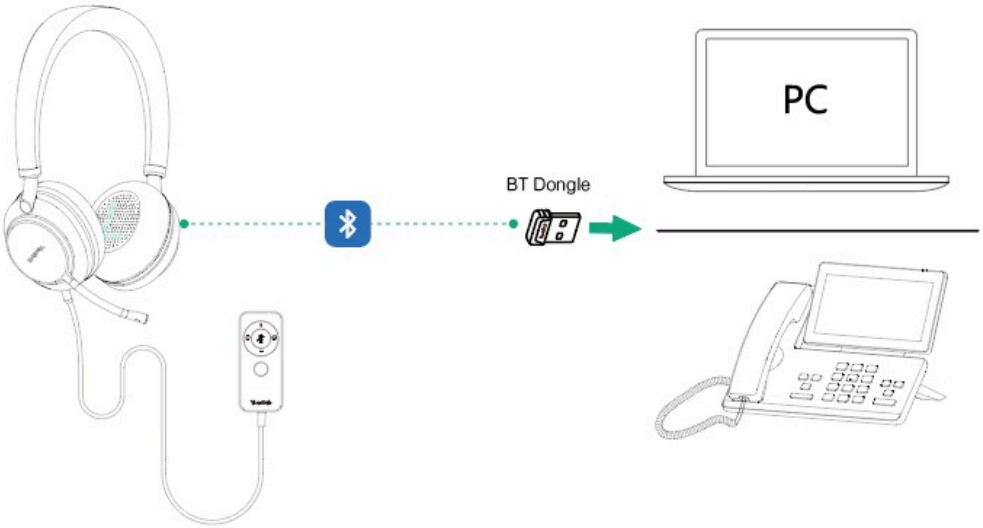
2. Enable Bluetooth on your mobile phone.

3. You can search and select the Yealink UH38 from the list of Bluetooth devices to pair with UH38.
   The voice prompts "Mobile one connected" means that the connection is successful.

NOTE

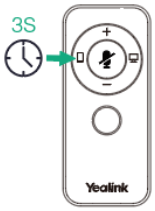
- When you want to pair the headset with a new device (Device 2) after the headset has been paired with a Bluetooth device (Device 1), and you need to disable the Bluetooth on Device 1 and can hear the voice prompts "Mobile one disconnected". Or you need to make sure that Device 1 is not within the range of the headset and then connect to other devices.
- Yealink UH38 is the default device name.
- For Bluetooth compatibility information, please refer to the specific Compatibility Center.

Pair with PC/Desk Phone

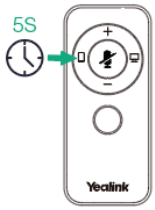


1. The headset enters Bluetooth pairing mode.

   · When unpacking the UH38 headset for the first time (the UH38 has not been paired with Bluetooth):
   Press and hold the **Mobile** button for 3 seconds to enable Bluetooth, and the headset enters the Bluetooth pairing automatically.

   · The UH38 has been paired with Bluetooth: Press and hold the **Mobile** button for 5 seconds to enable Bluetooth, and the headset enters the Bluetooth pairing automatically.

   The voice prompts "Bluetooth on, XX % battery remains, pairing mode" and the headset enters the Bluetooth

> pairing mode. The red and blue lights of the **Mobile** button will flash alternately.

2. Connect the BT51 to your PC port.
3. Open Yealink USB Connect software and select BT51 device card.
4. Click **Device settings**, you can search and select the Yealink UH38 from the Bluetooth devices list, and click **Start pairing**. The voice prompts "PC connected" which means the connection is successful.

NOTE

- The BT dongle needs to be purchased separately, please contact your dealer if necessary.
- Yealink UH38 is the default device name.
- The paired headset and BT51 will be automatically connected the next time when you power on the headset. You can also disconnect the headset through the Yealink USB Connect software.

BT51 LED Indicator

Indicator	Description
Flash blue	Bluetooth connecting
Off	Bluetooth connection failed

Disable Bluetooth

When the headset is not on a call, you can press and hold the **Mobile** button for 5 seconds until the voice prompts "Bluetooth off". After you disable Bluetooth, you can quickly disconnect the Bluetooth connection of your headset from your Bluetooth device. For the mono headset, you only need to unplug the USB cable and disable the Bluetooth.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

How many Bluetooth connections can the UH38 headset support?

What is the Bluetooth version supported by UH38?

How far is the UH38 Bluetooth connection?

Why can't I find the UH38 headset in the connected devices after enabling the Bluetooth function?

How to pair with Bluetooth device?

YHS34 Connection

YHS34

Connect the YHS34 headset to an RJ port on the Yealink IP phone.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

YHS36 Connection

YHS36

Connect the YHS36 headset to an RJ port on the Yealink IP phone.

FAQ

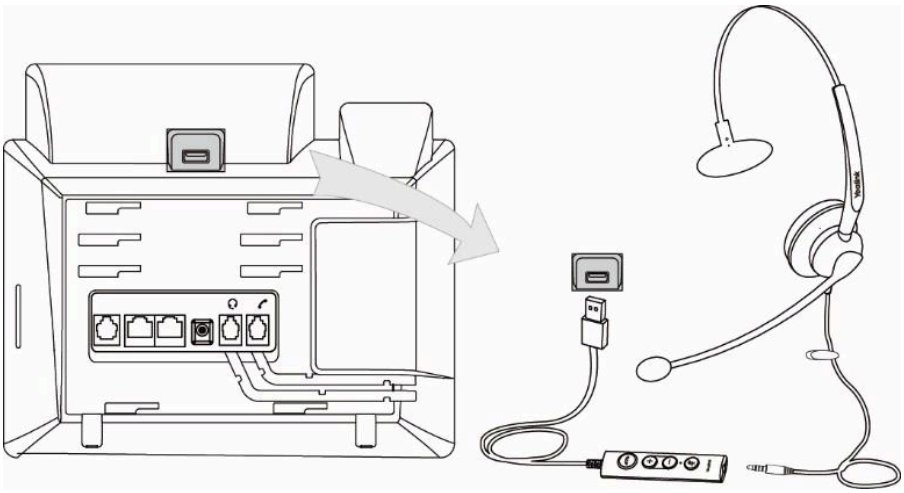
If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

Call Control

UH33/UH33 SE Call Control

UH33 & UH33 SE

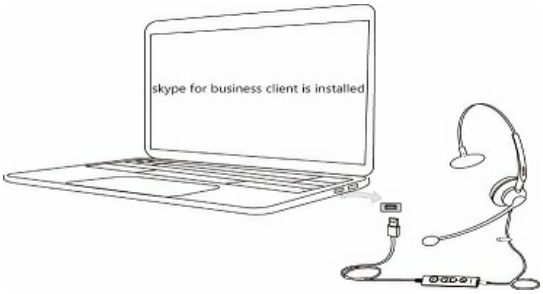
You can do the following to control UH37 headset calling.



- **Answer or ending a call**:
  1. When there is an incoming call, the call status LED indicator flashes green, press to answer the call. The call status LED indicator glows green.
  2. Press again to end the call. The call status LED indicator turns off.
- **Adjust the volume**:
  1. Press to increase the listening volume during a call.
  2. Press to decrease the listening volume during a call.
- **Mute or unmute a Call**:
  1. Press during a call. The call status LED indicator glows red.
  2. Press again to unmute the call. The call status LED indicator turns off.

- **Redial a call (for UH33)**:

1. Press twice when the phone is idle.
   The phone dials out the last dialed number and automatically switches to the headset mode.



2. When you receive a call on your PC, you can reject the call in addition to the above operations:
   - Press twice.
     When you are in an active call and an incoming call arrives on your PC, do the following:
   - To answer the new call, press and hold for 2 seconds. The current call is placed on hold.
     To switch between calls after the call is answered, press and hold for 2 seconds.
   - To reject the new call, press twice.
   - To end the current call and answer the new call, press .

Redial a call (for UH33 SE):

1. Press twice when the phone is idle.
   The phone dials out the last dialed number and automatically switches to the headset mode.

2. When you receive a call on your PC, you can reject the call in addition to the above operations:

   Press twice.

FAQ

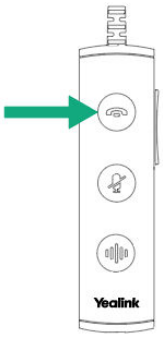
If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.olve the problem.blem.

UH34/UH36 Call Control

Call Control

You can do the following to control UH34/UH36 headset calling.

UH34/UH36 Basic Call



Function	Action
Answer call	Press the **Answer/End Call** button. ⓘ **NOTE** When receiving an incoming call, the Answer/End button LED flashes green. During the call, the Answer/End button LED glows green.
End call	Press the **Answer/End Call** button.
Reject call	Double-press the **Answer/End Call** button.
Redial call	Double-press the **Answer/End Call** button.
Hold/resume call	Press and hold the **Answer/End Call** button for 2 seconds. ⓘ **NOTE** When a call is placed on hold, the Answer/End button LED flashes green.

UH34/UH36 Multiple Calls

The headset can accept and handle multiple calls at the same time.

Function	Action
End the current call and answer the coming call	Press **Call Control** button.

Reject the incoming call when on a current call	Double-press **Call Control** button.
Hold the current call and answer the coming call	Press and hold the **Call Control** button for 2 seconds.
Switch between held call and active call	Press and hold the **Call Control** button for 2 seconds.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

Why Can’t I Hear the Other Party’s Voice?

Why Can’t the Other Party Hear Me?

Why Does the Music Continue When I Answer a Call in the Music?

Why Doesn’t the Headset Respond When There Is an Incoming Call from the Desk Phone?

Mute Microphone

Mute Microphone

You can do the following to mute UH34/UH36 headset.

Press the **Mute** button.

> ⓘ **NOTE**
> When a call is muted, the **Mute** button LED glows red.

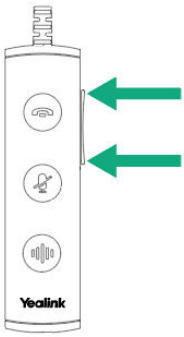
FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.olve the problem.blem.

Adjust Volume

Adjust Volume

You can do the following to adjust UH34/UH36 headset volume.



> Press the **Volume Up/Volume Down** button.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

Voice Assistants

> - Activate Cortana integrated in Teams (Teams version): Press and hold the **Teams** button for 2 seconds. (this requires Microsoft' s support).
> - Invoke the Teams client (Teams version): Press the **Teams** button in the idle state.

> Activate voice assistant (UC version): Press and hold the **Voice Assistant** button for 2 seconds.

FAQ

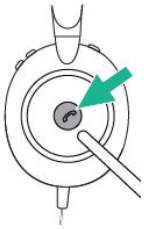
TIP
If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. identify and resolve the problem.e problem.

UH37 Call Control

UH37

You can do the following to control UH37 headset calling.

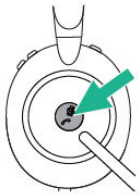
- **UC Edition**



UC Edition

Function	Action
Press once	· Play/pause the music · Answer/end a call · End the current call and answer an incoming call
Double-press	· Reject a call/reject the incoming call when on a call · Redial
Hold for 1.5 sec	· Answer/end the call · End the current call and answer an incoming call · Invoke the Teams client

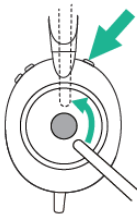
Teams Edition



Teams Edition

Function	Action
Press once	· Play/pause the music · Answer/end a call · End the current call and answer an incoming call
Double-press	· Reject a call/reject the incoming call when on a call · Redial
Hold for 1.5 sec	· Answer/end the call · End the current call and answer an incoming call · Invoke the Teams client

Mute



Function	Action
Press the Mute button once	· Mute/unmute the microphone

> ⓘ **NOTE**
> Before using the Teams functions, you should install the Microsoft Teams client on your PC.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

UH38 Call Control

Basic Usage

Basic Usage

You can do the following to control UH37 headset calling.

(Control buttons for Bluetooth device)

Function	Action
Answer call	Press the **Mobile** button. **Note**:When receiving an incoming call, the Busylight LED indicator flashes red quickly, and the **Mobile** button LED indicator flashes green. During the call, the Busylight LED indicator glows red and **Mobile** button LED glows green.
End call	Press the **Mobile** button.
Reject call	Double-press the **Mobile** button.
Redial call	Double-press the **Mobile** button.

Hold/resume call	Press and hold the **Mobile** button for 2 seconds. **Note**: When a call is placed on hold, the **Mobile** button LED flashes green.

(Control buttons for USB device)

Function	Action
Answer PC/IP phone call	Press the **PC** button. **Note**: When receiving an incoming call, the Busylight LED indicator flashes red quickly, and the **PC** button LED indicator flashes green. During the call, the Busylight LED indicator glows red and **PC** button LED glows green.
End PC/IP phone call	Press the **PC** button.
Reject PC/IP phone call	Double-press the **PC** button.
Redial call	Double-press the **PC** button.
Hold/resume call	Press and hold the **PC** button for 2 seconds. **Note**: When a call is placed on hold, the **PC** button LED flashes green.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

Why adjusting the headset volume needs to press 50 times to get to maximum/minimum?

Why will the media and call sound be mixed to play?

How to turn on the UH38 busylight?

How long is the call life of the UH38 headset?

How to restore the UH38 headset to factory settings?

Handle Multiple Calls

Handle Multiple Calls

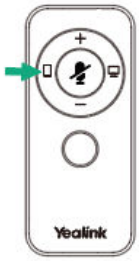
The UH38 headset can answer and handle multiple incoming calls at the same time.

- The UH38 headset is on a call via a USB cable (the PC button turns solid green and the busylight turns solid red), and you can answer a new call via the USB cable at this time:

(Control buttons for USB device)

Multiple calls	Description
Answer the new call and hang up the current call	Press the **PC** button.
Reject the new call and continue the current call	Double-press the **PC** button.
Answer the new call and hold the current call	Press and hold the **PC** button for 2 seconds.

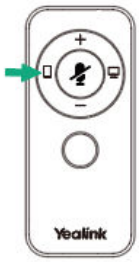
- The UH38 headset is on a call via a USB cable (the PC button turns solid green and the busylight turns solid red), and you can answer a new call via Bluetooth at this time:



(Control buttons for Bluetooth device)

Multiple calls	Description
Reject the new Bluetooth call and continue the current USB cable call	Double-press the **Mobile** button.
Answer the new Bluetooth call and hold the current USB cable call	Press and hold the **Mobile** button.

- The UH38 headset is on a call via Bluetooth (the Mobile button turns solid green and the busylight turns solid red), and you can answer a new call via Bluetooth at this time:



(Control buttons for Bluetooth device)

Multiple calls	Description
Answer the new call and hang up the current call	Press the **Mobile** button.

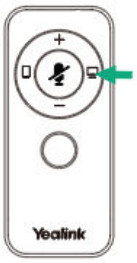
Reject the new call and continue the current call	Double-press the **Mobile** button.
Answer the new call and hold the current call	Press and hold the **Mobile** button for 2 seconds.

- The UH38 headset is on a call via Bluetooth (the Mobile button turns solid green and the busylight turns solid red), and you can answer a new call via the USB cable at this time:

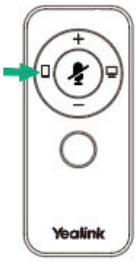
(Control buttons for USB device)

Multiple calls	Description
Reject the new Bluetooth call and continue the current USB cable call	Double-press the **PC** button.
Answer the new Bluetooth call and hold the current USB cable call	Press and hold the **PC** button.

- Multiple calls switching



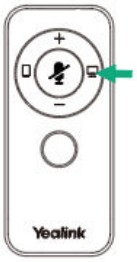
(Control buttons for USB device)



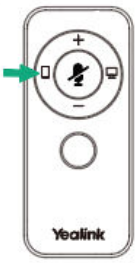
(Control buttons for Bluetooth device)

Multiple calls	Description
Switch calls between USB cable calls and Bluetooth calls (ie, switch device calls)	Press the **PC** or **Mobile** button.
Switch USB calls via the USB cable: (ie, multi-call switching in the same device)	Press and hold the **PC** button (or **Mobile** button).
Switch from a call on the current Bluetooth device to a call on another Bluetooth device	Press and hold the **Mobile** button for 2 seconds.

- Conference calls



(Control buttons for USB device)



(Control buttons for Bluetooth device)

Multiple calls	Description
Merge the USB cable call and Bluetooth call into a conference call	Press and hold the **PC** button and the **Mobile** button for 2 seconds simultaneously.
Split the conference calls	During the conference calls: · Press and hold the **PC** button for 2 seconds to split the conference calls. At this time, the **PC** continues the call, and the mobile phone call stays on the line. · Press and hold the **Mobile** button to split the conference calls. At this time, the mobile phone continues the call, and the PC call stays on the line.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

Adjust Volume

Adjust Volume

You can do the following to adjust the UH38 headset volume.

Press and hold the **Volume Up**/**Volume Down** button to increase/decrease the volume.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem

Enable Busylight Indicator

Enable Busylight Indicator

You can do the following to enable the UH38 Busylight indicator.

> Press the **Volume Up**/**Volume Down** button when not in a call.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

Voice Assistant

Voice Assistant

- Invoke the Teams client (Teams version): Press the **Teams** button.
- Activate Cortana integrated in Teams (Teams version): Press the **Teams** button for 2 seconds.

> ⓘ **NOTE**
> It requires Microsoft’s support.

Activate voice assistant (UC version): Press and hold the **Voice Assistant** button for 2 seconds.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

Mute Microphone

Mute Microphone

You can mute the UH38 microphone by moving the boom up or unmute it by moving it down.

Start Mute detection feature: it will prompt "Muted" when you are speaking into the muted microphone. Otherwise, it will not prompt.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

FAQ

How to manage multiple calls of UH3X headset?

I can't hear my voice or my voice is too loud when I speak with the Microphone.

What is busylight?

Why Can't I Hear the Other Party's Voice?

Why Does the Music Continue When I Answer a Call?

Why Doesn't the Headset Respond When There Is an Incoming Call from the Desk Phone?

Why Can't My Headset Synchronize the Call Status and Incoming Call Status of the Softphone?

How to Set up My Headset to Work with Skype for Business?

How to Set up My Headset to Work with Yealink Meeting?

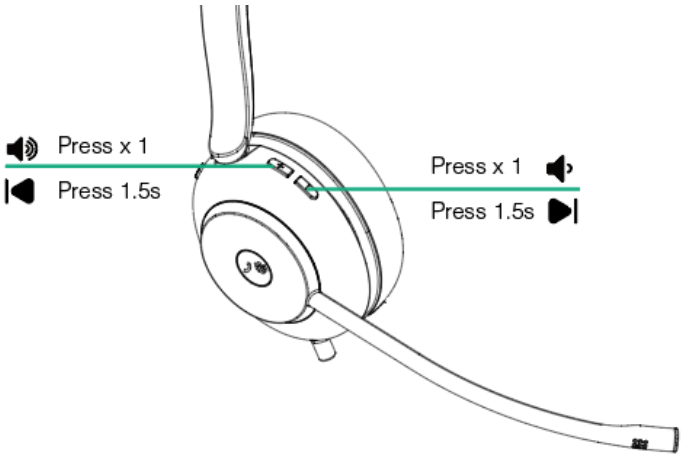
Why Can't the Other Party Hear Me?

Media Control

UH37 Media Control

UH37

You can do the following to control the UH37 headset’ s media play.



FAQ

How to Use the Headset to Listen to Music on a PC?

UH38 Media Control

UH38

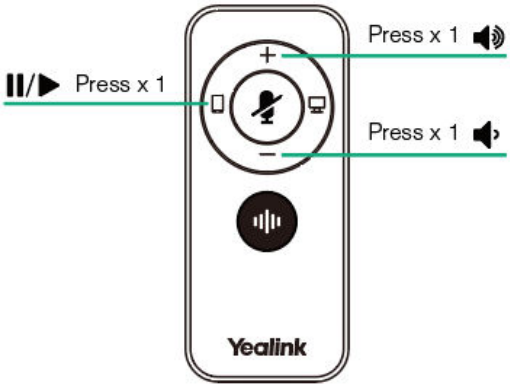
You can do the following to control the UH38 headset’ s media play.

1. Connect the headset to a Bluetooth device.
2. Wear the headset on your head.

   Extend the slider to adjust the length of the headband.

   Put the headset on your head with the Ⓛ (left) mark on your left ear and the Ⓡ (right) mark on your right ear.

3. Operate the Bluetooth device to start playback and adjust the volume to a moderate level.



FAQ

How to Use the Headset to Listen to Music on a PC?

Does the UH38 support the music mode?

How to Use the Headset to Listen to Music on a PC?

Update

Update Firmware

> ⓘ **NOTE**
> It is applicable to UH33/UH34/UH36/UH37/YHS34/YHS headset.

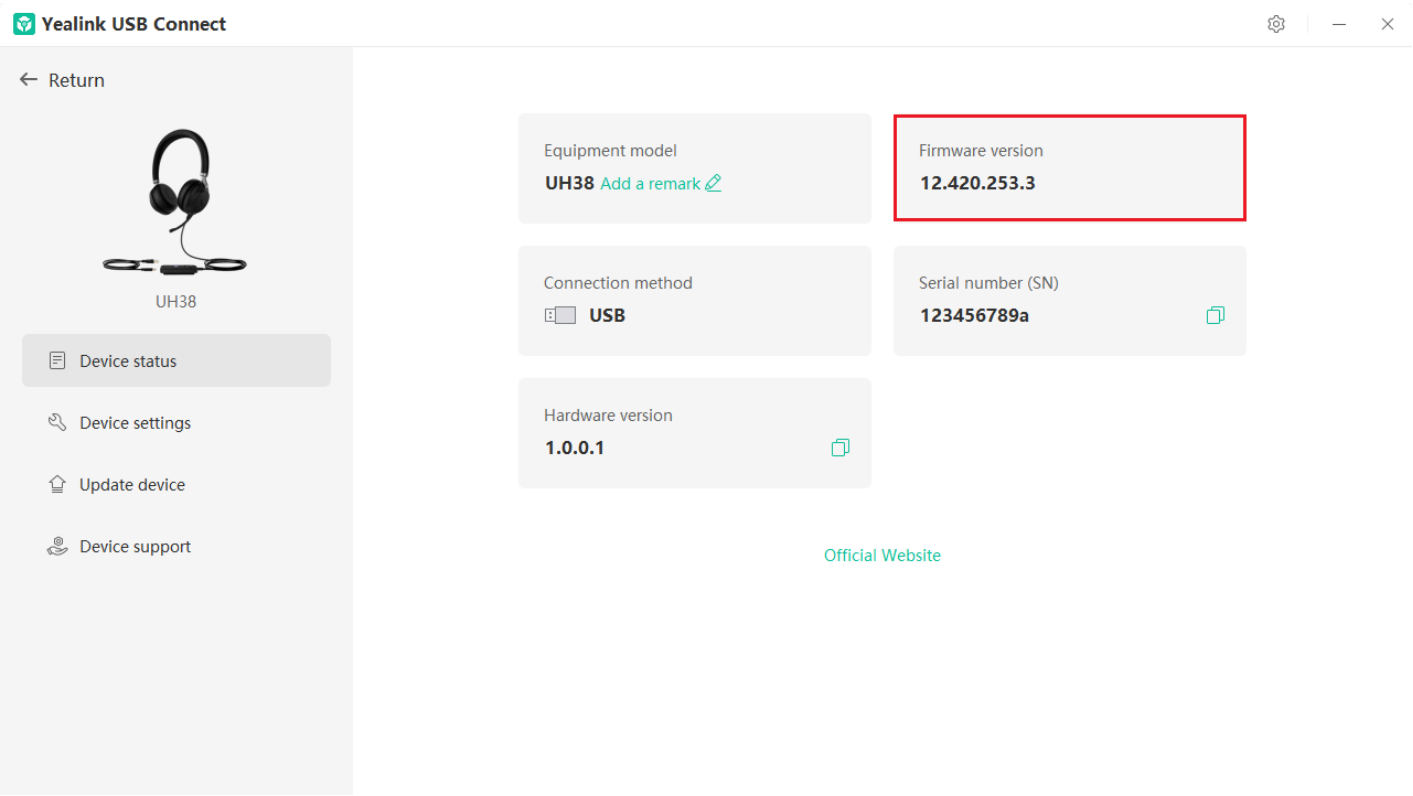
What Is Firmware

Firmware is product software that controls how a device operates. To ensure your device performs optimally, we recommend updating the firmware to **the latest version**. Please go to the product support page to download the available firmware.

Check Firmware Version

Before you begin: We recommend you upgrade Yealink USB Connect to the latest version.
Download the Yealink USB Connect.
Procedure

1. Run **Yealink USB Connect**.
2. Go to **Device status** to check the firmware version.

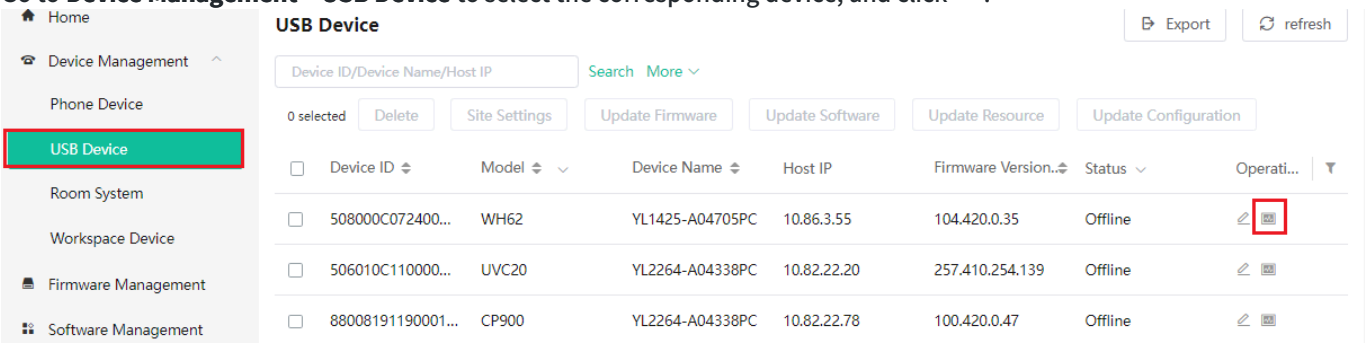


For more information on Yealink USB Connect, refer to the Yealink USB Device Manager Client User Guide .

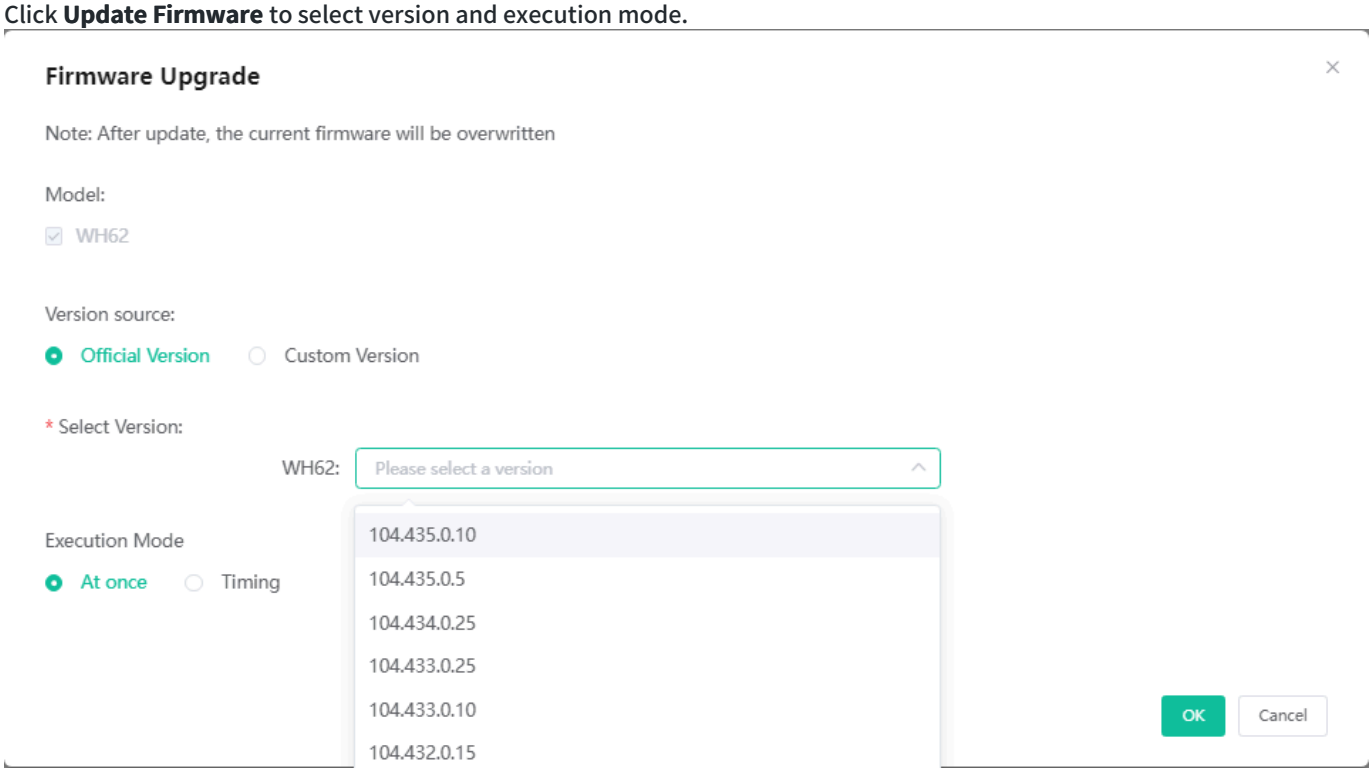
Update via YMCS/YDMP

Procedure

1. Enter the web user interface of the Yealink Management Cloud Service (YMCS)/Yealink Device management platform(YDMP).
2. Go to **Device Management** > **USB Device** to select the corresponding device, and click .



3. Click **Update Firmware** to select version and execution mode.



4. Click **OK**.

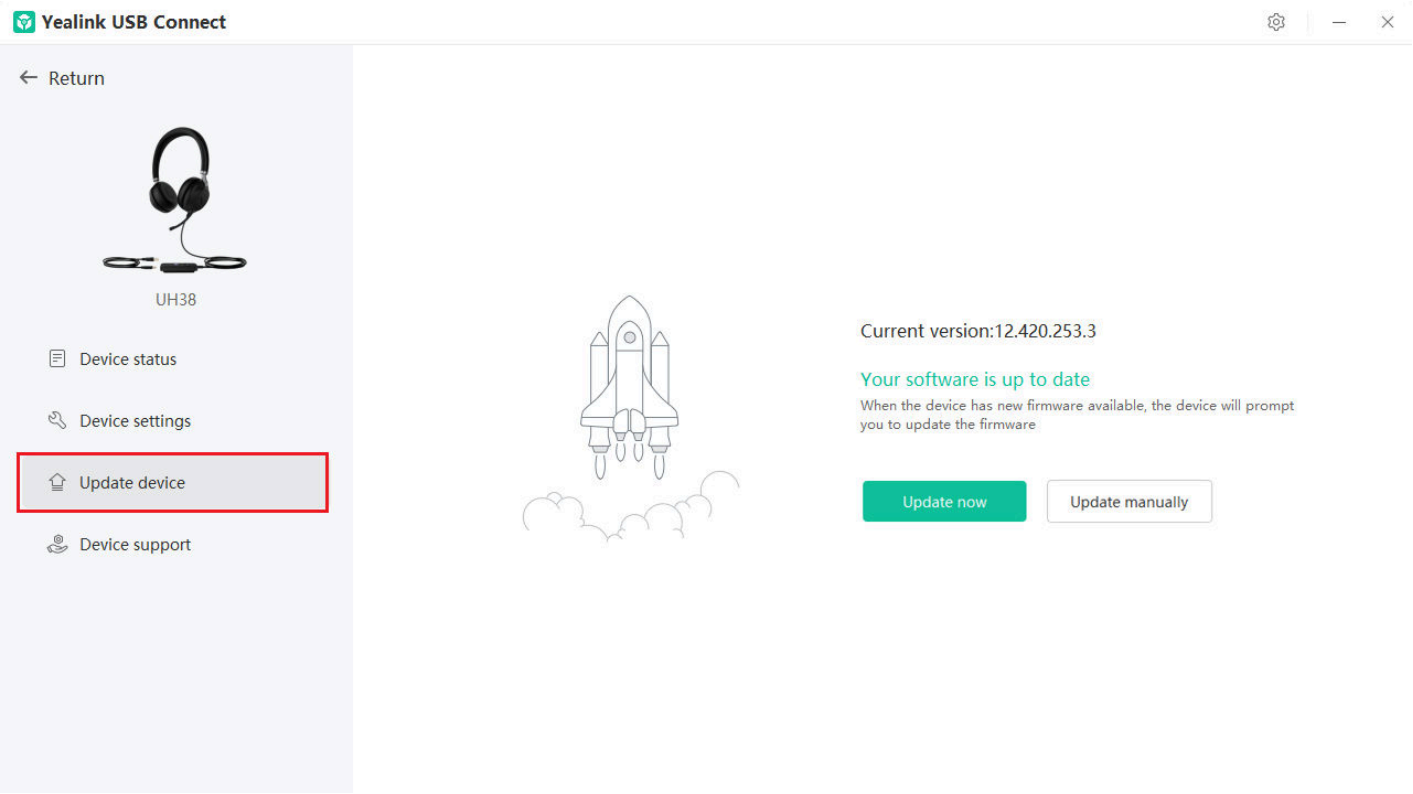
Update via Yealink USB Connect

Before you begin: We recommend you upgrade Yealink USB Connect to the latest version.
Download the Yealink USB Connect.
Download the latest Wired Headset Frmware.
Procedure

1. Connect the headset to the PC via the USB cable.
2. Run **Yealink USB Connect.**
3. Go to **Update device.**
4. Do one of the following:
   - Click **Update Now** to update the firmware to the newest version automatically.
   - Click **Update Manually** to update the firmware to the specific version manually.
5. Confirm the action.

   You need to download the firmware on the product documentation page first.

   The following takes the UH38 headset for example:



FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

When using YUC to upgrade the headset fails, and it shows that the headset is in recovery mode?

Failed to update the device firmware.

OTA Update Headset

What Is OTA

Over-The-Air (OTA) is to upgrade the headset online. You can upgrade the UH38 headset by BT51.

OTA Update Headset

> ⓘ **NOTE**
> It is only applicable to UH38 headset.

Before you begin

We recommend you upgrade Yealink USB Connect to the latest version.

Download the Yealink USB Connect.

Download the latest Wired Headset Frmware.

Procedure

1. Connect the BT51 to the PC.
2. Go to **Yealink USB Connect** to pair the headset with the BT51.
3. After pairing, go to **Update device** > **Update Now** or **Update manually** to update the BT51.
4. After updating the BT51, the headset will automatically update the version that comes with the BT51 when idle.

   The updating time for the headset is about 1 hour.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

Failed to update the device firmware.

Update Multiple Headsets

Introduction

You can use the Yealink USB Connect to upgrade the same model of headsets in bulk. Bulk updates require at least two headsets of the same model to be connected, and up to six can be connected.
The following takes UH38 for example.

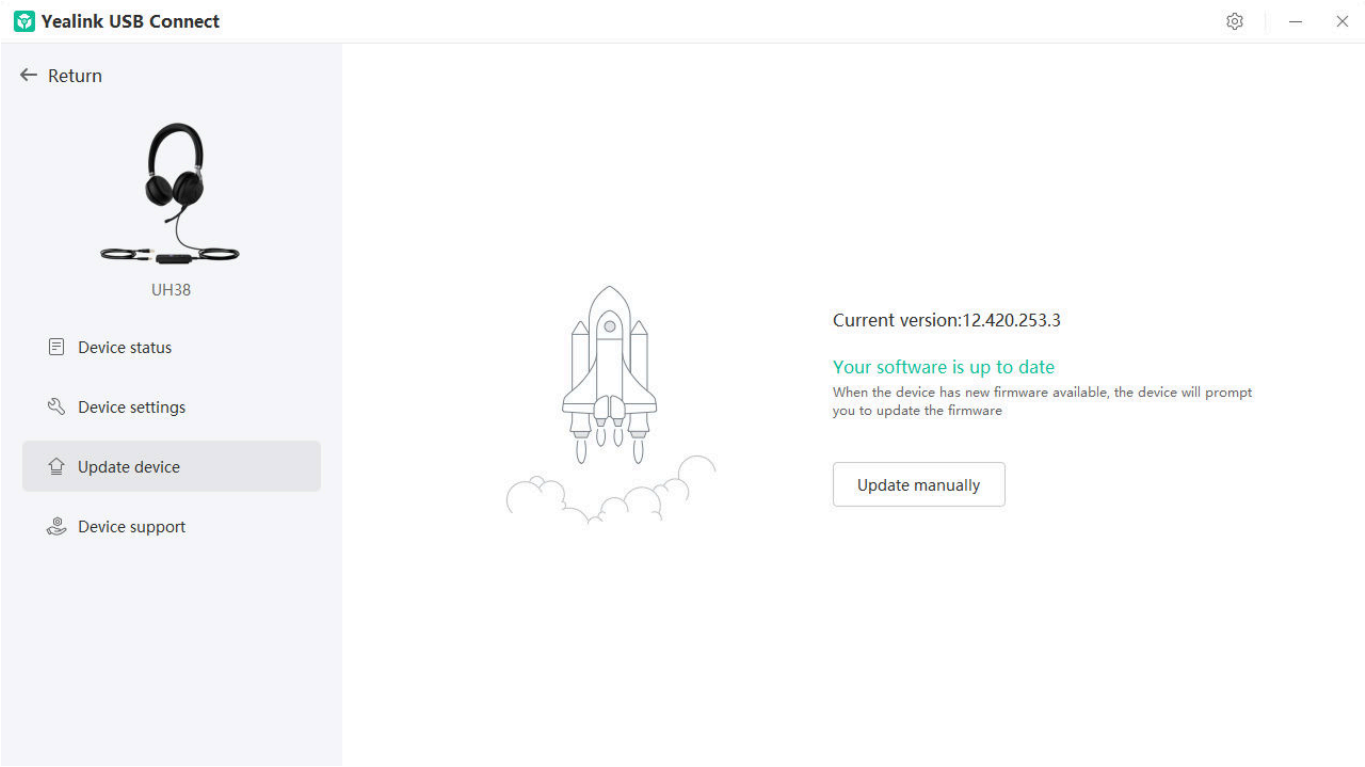
Bulk Update Headset

1. Connect more than two headsets to the PC.
   Download the latest Wired Headset Frmware.

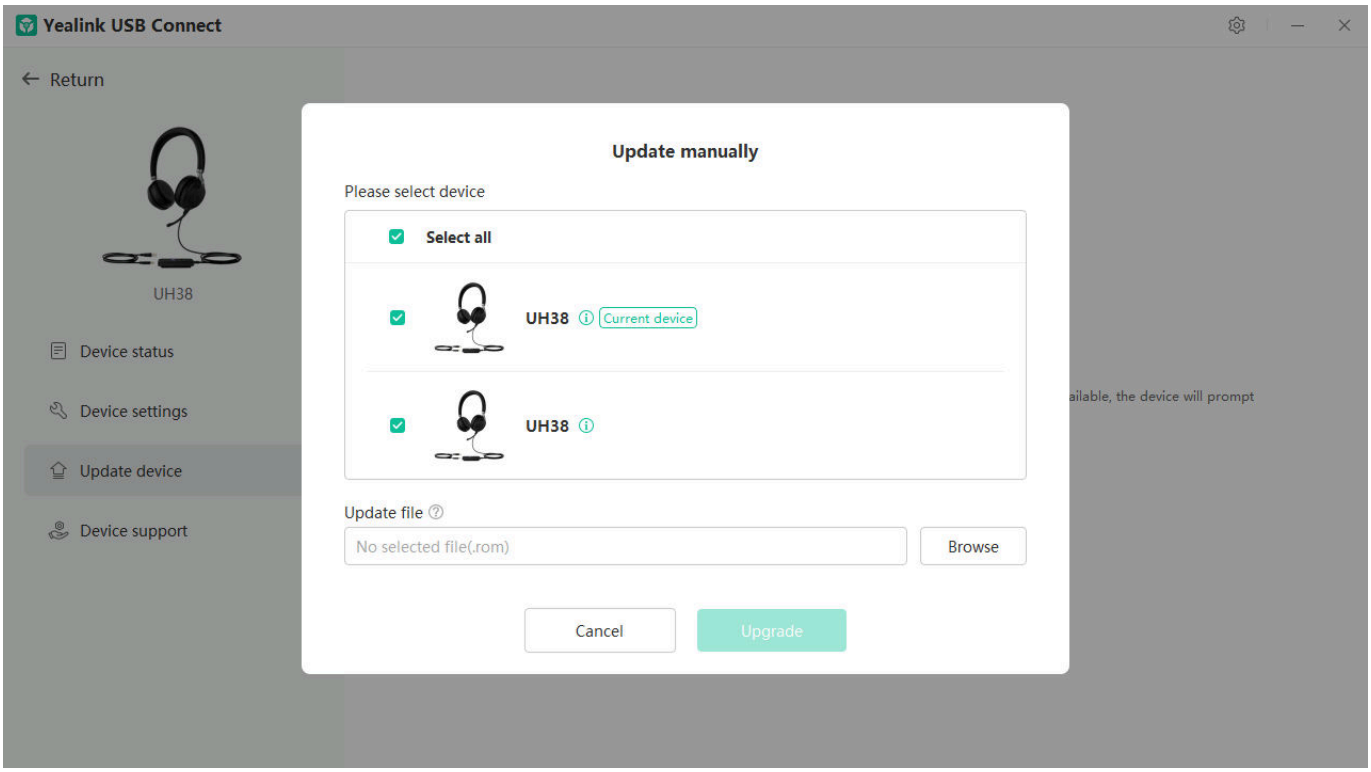
> **TIP**
> If the PC does not have enough ports, you can use a USB extender to connect the headset to the PC.

2. Open the [Yealink USB Connect](…\00. What is Yealink USB Connect.md) software and select the desired device CARD.

3. Go to **Update device** > **Update Manually**.



4. Click **Select all** to update all devices.



FAQ

TIP

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

Failed to update the device firmware.

Settings

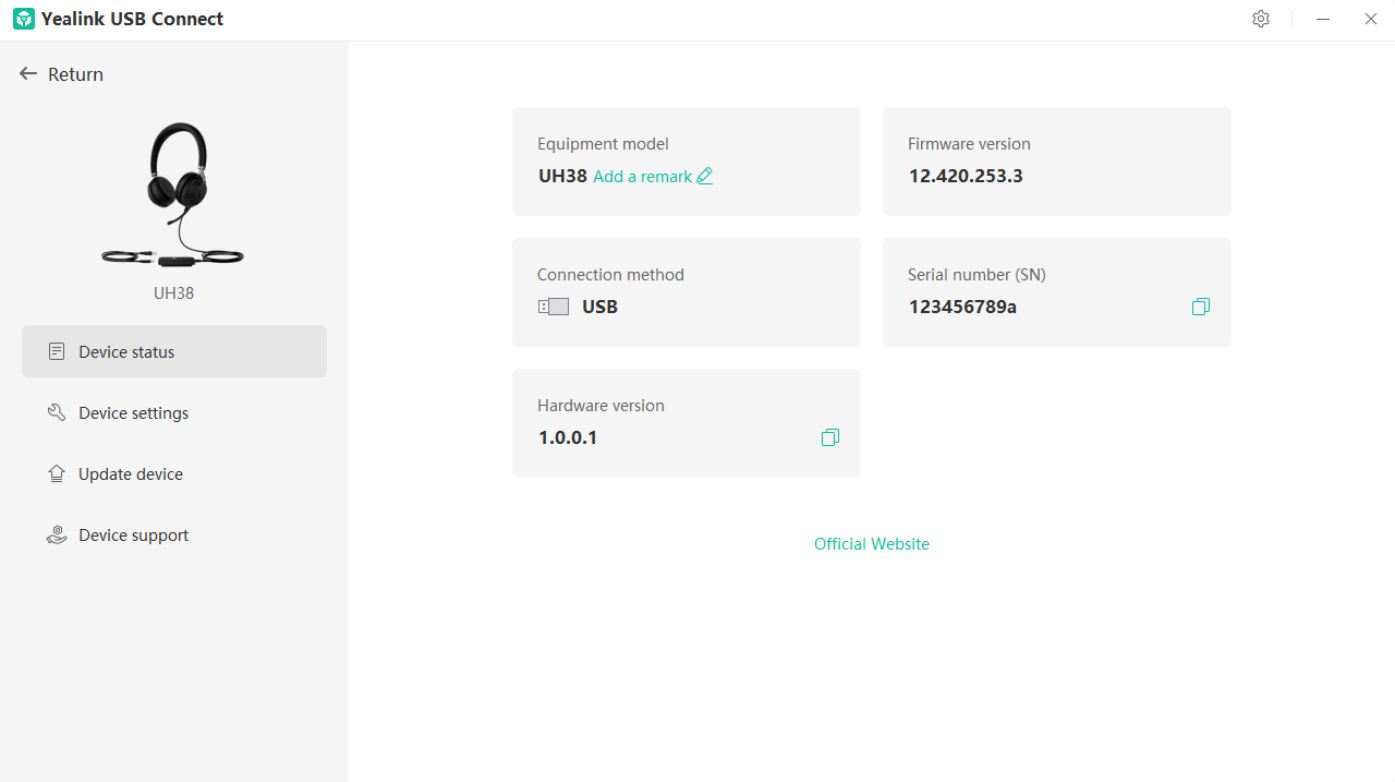
Yealink USB Connect for Wired Headset

Related Video: How to use Yealink USB Connect

Introduction

Yealink USB Connect is a computer software designed to manage Yealink USB devices.
With Yealink USB Connect, you can:

- Get an overview of connected Yealink USB devices
- Manage your Yealink USB devices
- Update your Yealink USB device to enhance its performance and features
- Give feedback on your Yealink USB device

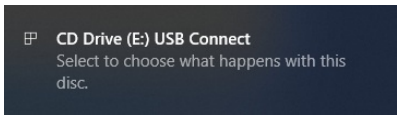


Download via support.yealink.com

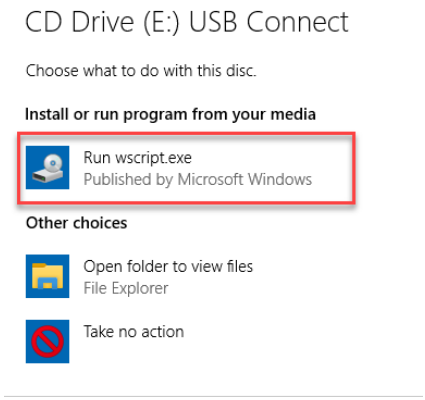
Download and Install

Before you begin: Connect the base to your PC.

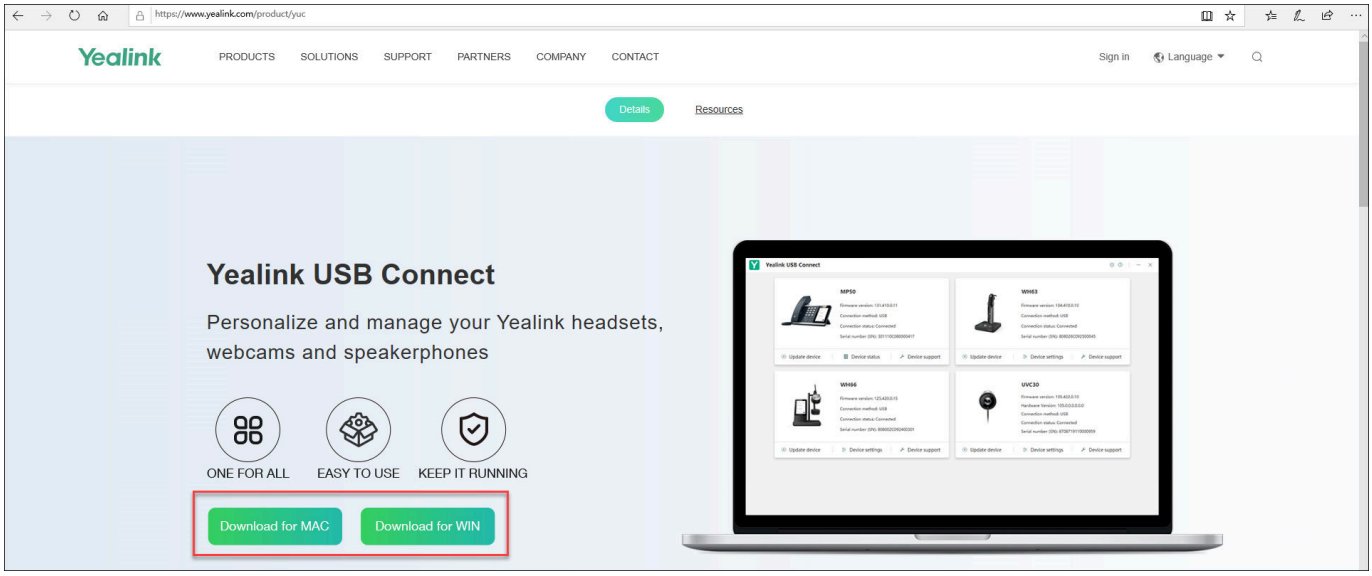
1. If it is the first time to connect the base to your PC, the PC prompts you as shown below:



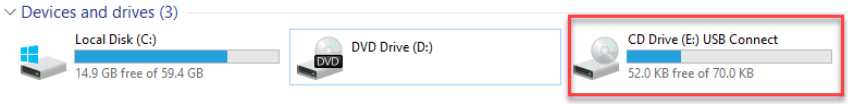
2. Click the prompt box and run the program.



3. Download the Yealink USB Connect on the web page.



If the prompt box disappears, you can double-click the **CD drive: USB Connect** in the devices and drives list.



NOTE

If it detects that Yealink USB Connect has been installed after connecting, Yealink USB Connect will automatically run.

FAQ

How to Update the Firmware?

How to Set up My Headset to Work with Microsoft Teams?

How to Set up My Headset to Work with Skype for Business?

How to Set up My Headset to Work with Yealink Meeting?

How to Get Correct Log on UH3X devices.

Yealink USB Connect can’t recognize device.

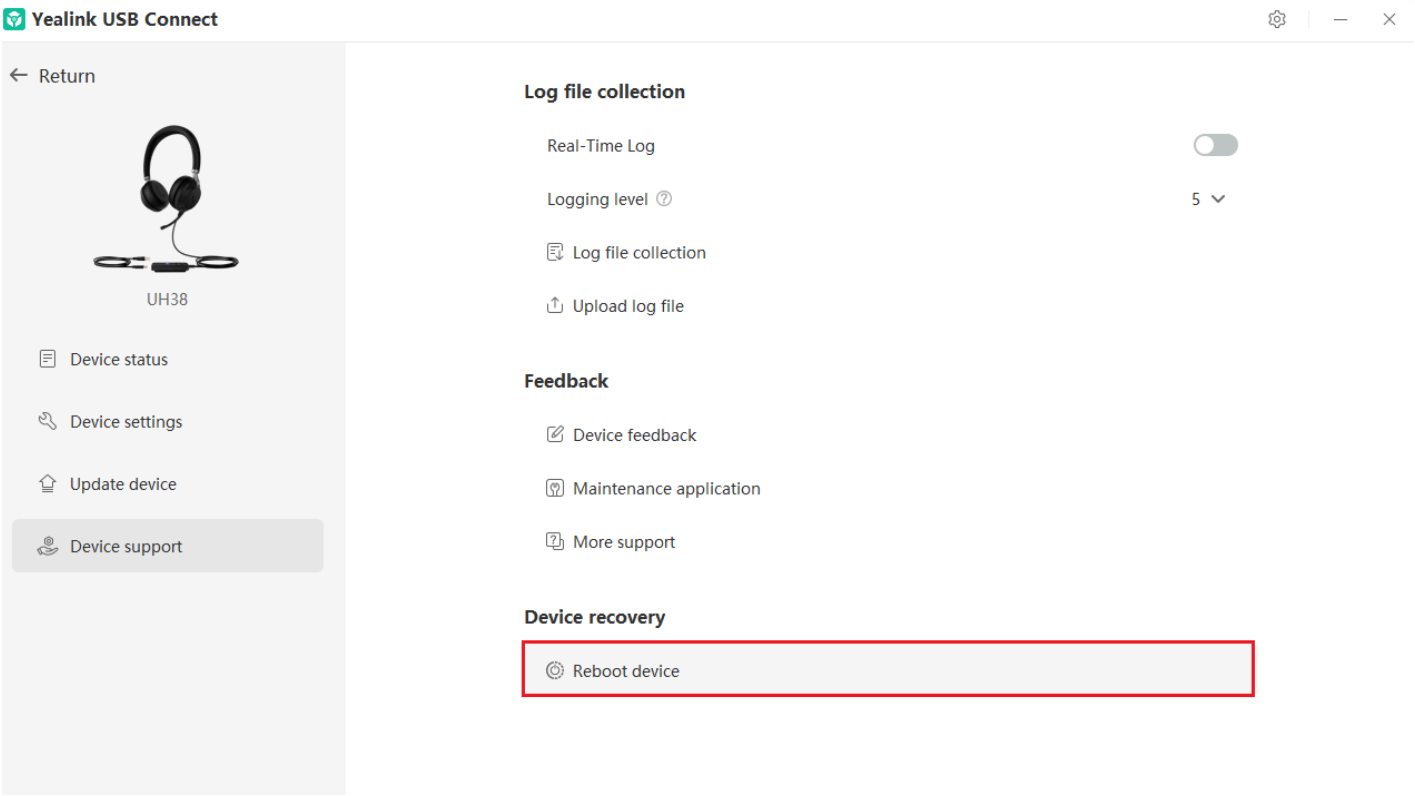
Device Recovery/Reset

Restore Factory Settings

The following takes UH38 for an example.

Procedure

1. Open the Yealink USB Connect software and select the desired device CARD.
2. Go to **Device settings** > **Device support**.
3. Select **Restore Factory Settings**.



Basic Settings

Basic Settings

You can change the basic settings of the headset via the Yealink USB Connect .

Go to **Device settings** > **Basic Settings**.

Function	Description

Bluetooth	Enable or disable Bluetooth. **NOTE** It is only applicable to UH38.
Local RingTone	Set whether to play local bulit-in ringtones. **Default**: Enable.
Speaker Volume	Set the local default volume.

FAQ

TIP
If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

Advanced Settings

Advanced Settings

You can change the basic settings of the headset via the Yealink USB Connect .
Go to **Device settings** > **Advanced Settings**.

Function	Description
Mute Reminder	Set whether the paired headset plays a periodic audio reminder when the microphone is muted. **Default**: Enabled.
Mute Reminder Interval	Set the interval time plays a periodic audio reminder when the microphone is muted. **NOTE** It appears only if Mute Reminder is enabled. Only when you speak continuously will the headset play the audio reminder according to this configured period.
Anti-Startle Protection	Set which hearing protection technology to be used. - Peak Block Protection - Australian G616 Protection
Daily Noise Exposure	Select the decibel level on which the headset protects against sound spikes. - No Limiting - 80dBA - 85dBA
MFB Button	Set the multi-functional button to Play/Pause or Hook.

Equalizer for Calls	Select an audio preference to use for all calls. - **Normal**: The bass and treble balance. - **Bass**: The bass is enhanced. - **Treble**: The treble enhanced. **Deafult**: Normal.
Platform	Change the platform between UC and Teams versions.
Second Device Audio	Hear the audio (tone & music) from the other connected device while streaming audio. **NOTE** It is only applicable to UH38.

FAQ

TIP
If you encounter a problem or can not complete an action, use [Troubleshooting](…\14. Service or Repair\03. Troubleshooting) to identify and resolve the problem.

Bind Devices to YMCS Platform

Bind Devices to YMCS Platform

Introduction

Yealink Management Cloud Service (YMCS) is based on cloud architecture and has various management functions. The management platform allows enterprise administrators to deploy and configure Yealink devices used in an enterprise. Enter the address of YMCS (https://ymcs.yealink.com) in the browser. For more information, please refer to Yealink Management Cloud Service or contact Yealink technical support.

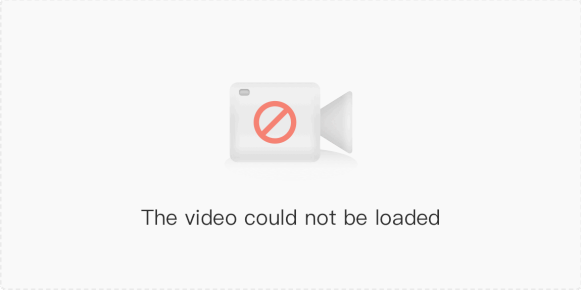
Browser Requirements

YMCS supports the following browsers:

Browser	Version
Firebox	55 or later
Chrome	55 or later
Internet Explorer	11 or later
Safari	10 or later

How to Bind

You can refer to the video to bind your devices.



Service & Repair

How to Wired Headset Issues to Yealink

Introduction

How to Report the Issue to Yealink?

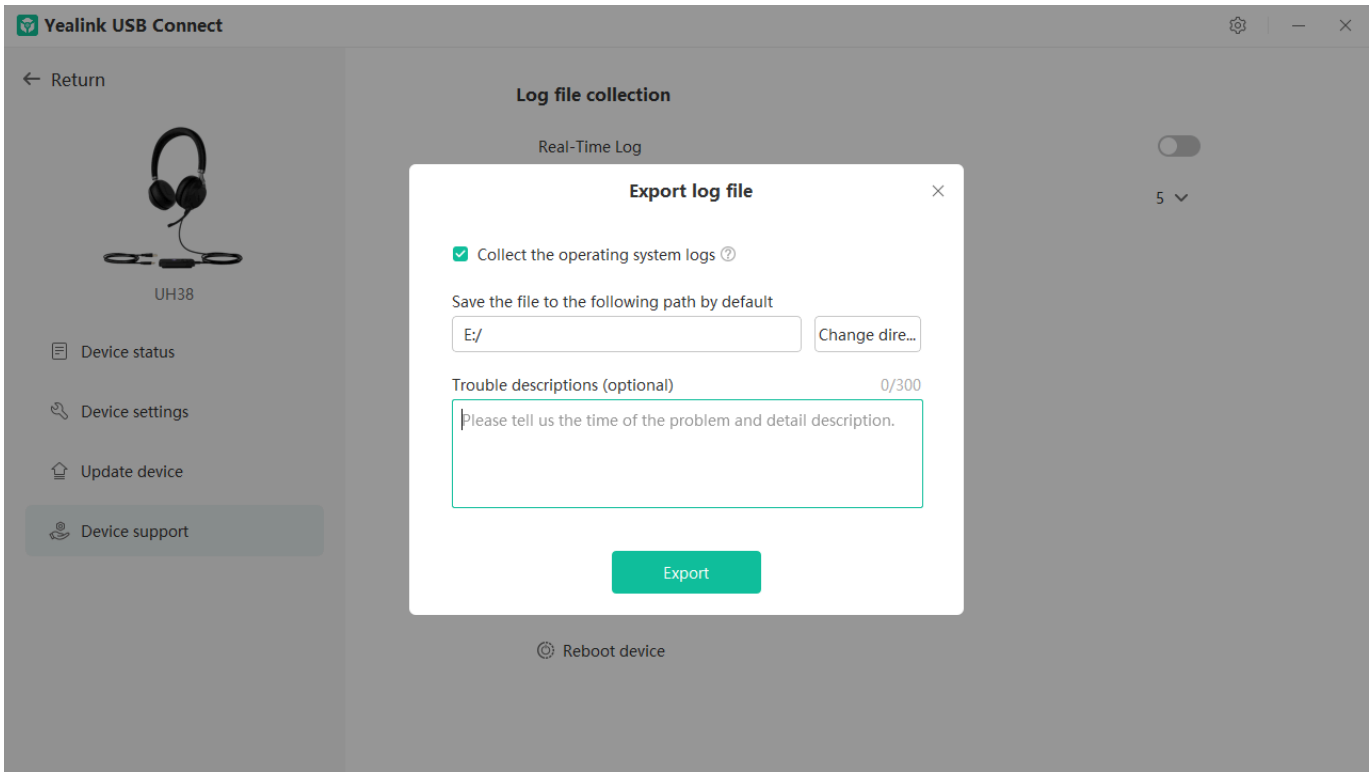
For headset issues, click the link below and fill out the form. Next, you can open up the Yealink USB connect to get your firmware version. Then type a description of your problem and submit it. It will then ask for your contact information, including your email address. Yealink will typically respond within 24 hours.
https://ticket.yealink.com/page/create-ask.html

How to Collect Diagnostic Files?

Yealink Bluetooth headsets support analyzing the headset problem. You can export these files simultaneously via Yealink USB Connect Tool and troubleshoot if necessary. The diagnostic file format is **.zip.
Steps:

1. Go to **Device support** > **Log file collection** > **Collect file collection** on the Yealink USB Connect.

2. Click **Collect the operating system logs** > **Export**.



Here is the FAQ for more details.

https://support.yealink.com/en/portal/knowledge/show?id=0be9481fbb00a3c9a4d210a9

Related Topic

- Reproduce Issues
- [New Feature Request](03. New Feature Request.md)

Reproduce Issues

Detailed Issue Description

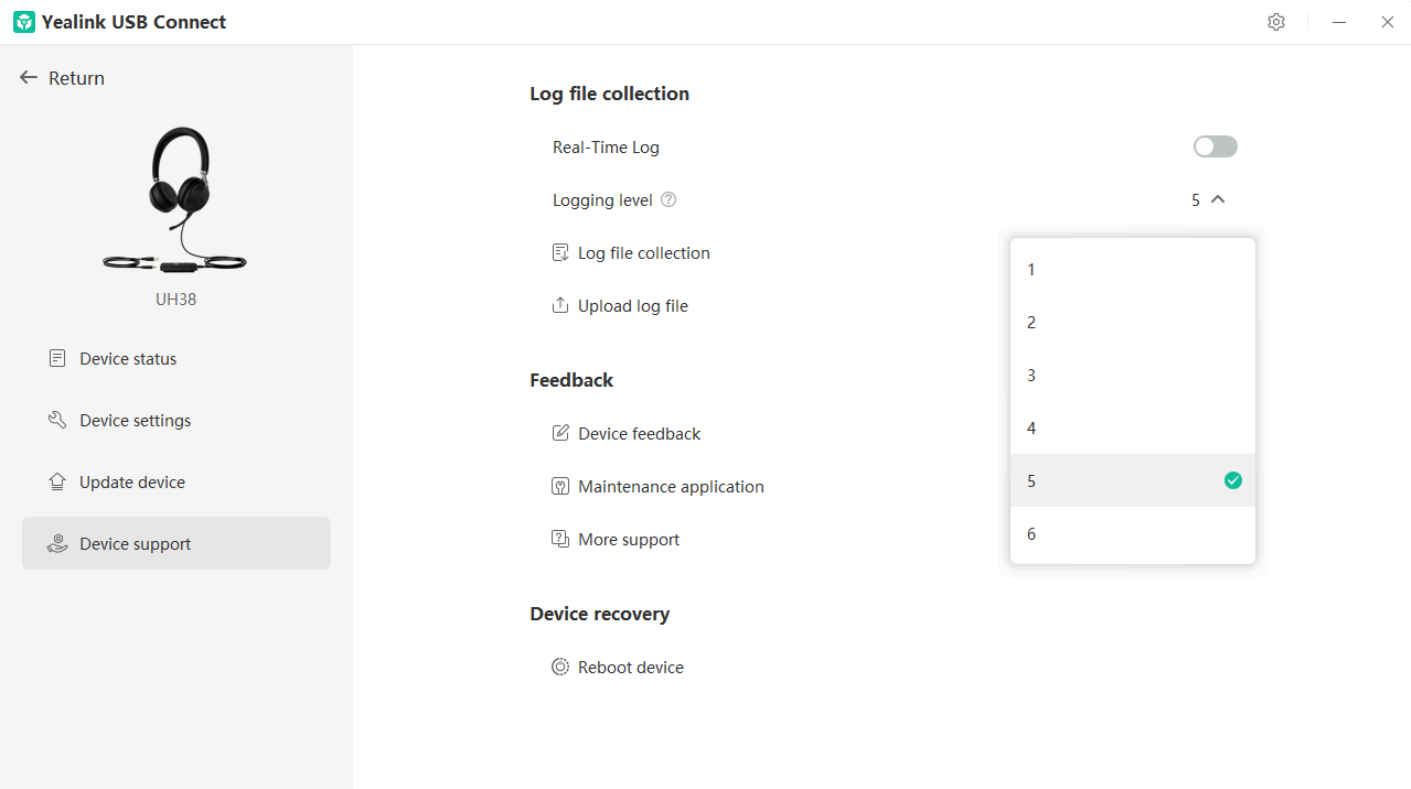
** [Headset type and version] + [connected device info, how to connect the device to Base, and how many?]*
** Steps to reproduce the issue.*
** Probability of this issue? Inevitable or accidental?*
** Is there any other information you want to share? Any troubleshooting you have done?*

Reproduce the Issue

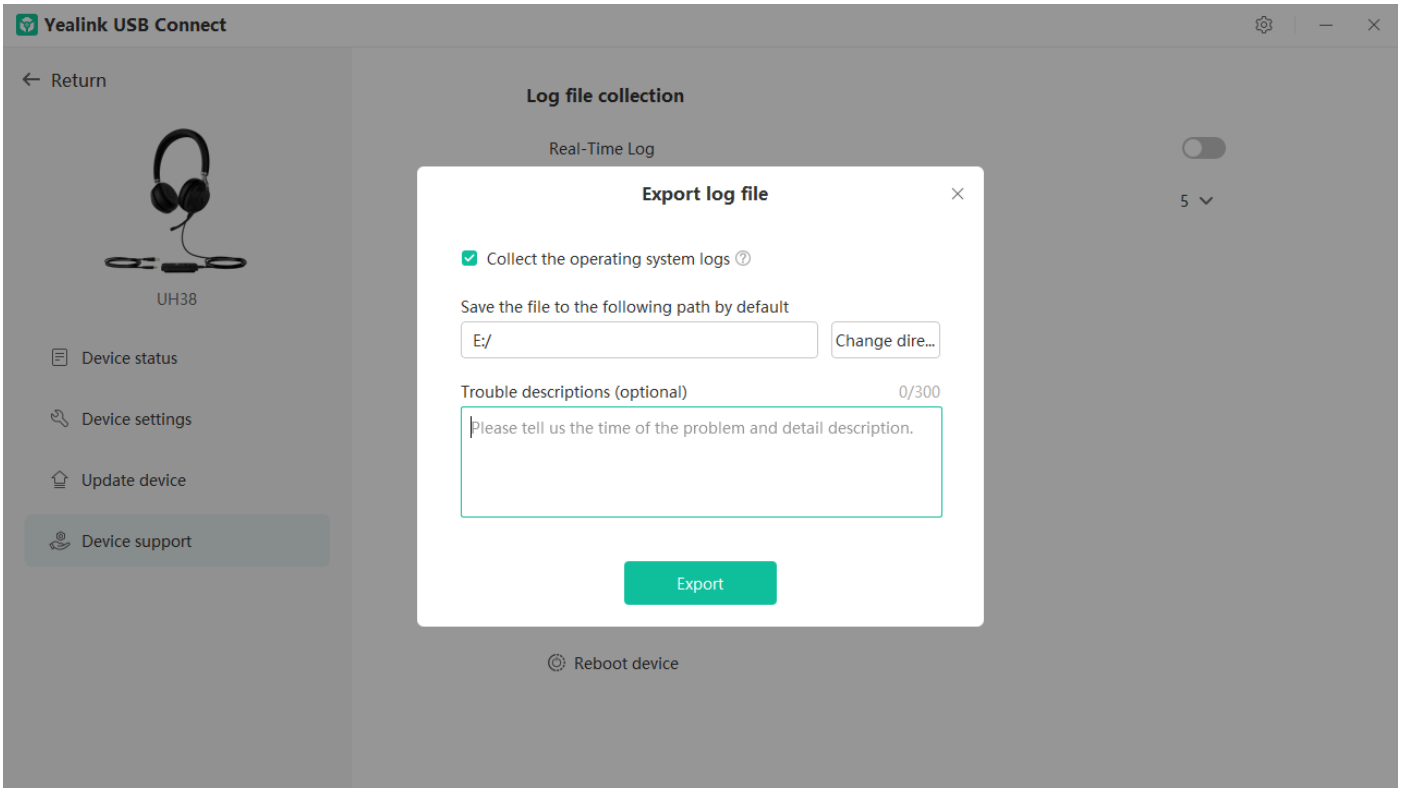
1. Make an audio call, go to **Device support** > **Log file collection** to select **Collect operating system logs** on the Yealink USB Connect.

NOTE

- Before using, please connect the base and headset to the PC via a USB cable first.
- Before exporting the log file, please select log level 6 or 7 first.



3. Click **Export**.



4. Then go to the path to get the diagnostic file (with a **.zip format).

Get Troubleshooting Files

Create a ticket to Yealink with: Issue description, and diagnostic files (with a **.zip format).

New Feature Request

Create a Ticket to Yealink with for New Feature Request:
Please describe the detailed description of this new feature for us below:
** Application scenario*
** How does this function work? Why does the customer need it?*
** Do any other brand headsets support this feature?*
** Any business/project information?*

Wired Headset Troubleshooting

What can I do to solve a problem

If the headset does not function as expected, try the following steps to resolve the issue.

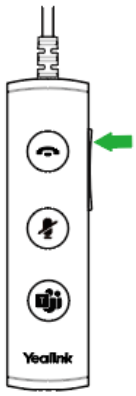
- Find the symptoms of the issue in this Worklink, and try any corrective actions listed.
- Restart the device that is being connected to the headset.
  You may resolve some issues by restarting the connected device such as your PC or mobile device (UH38).
- Reset the headset.
- Initialize the headset.
  This operation resets volume settings, etc., to the factory settings.
- Look up information on the issue on the Yealink Ticket or Yealink Support website.

If the operations above do not work, consult your nearest dealer or go to Yealink Ticket or Yealink Support for feedback your issue.

Headset

1. Why Can't I Hear the Other Party's Voice?

The playback volume is too low. Press the Volume Up button on the headset.

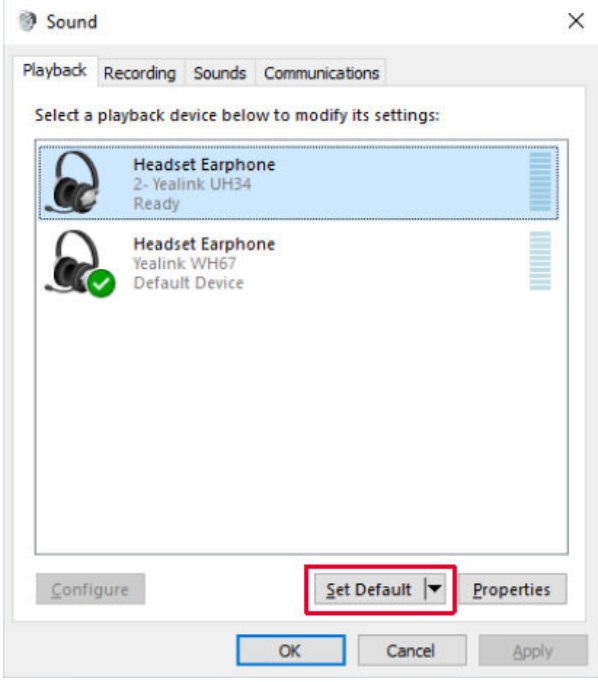


The USB headset is not set as the default audio device for a PC. Instead, use the audio settings in the sound control panel/preferences to select the headset as the default audio device.

For WIN 8/ WIN 8.1/ WIN 10 OS:

1.) Go to **Control Panel->Hardware and Sound->Sound**.

2.) In the **Playback** tab, highlight the desired headset and select **Set Default**.



3.) Confirm the action.

For MAC OS:

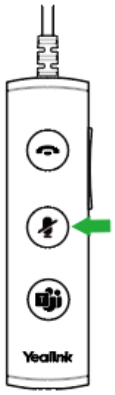
1.) Go to your **System Preferences -> Sound**.

2.) In the **Output** tab, select the headset as your Playback Device.

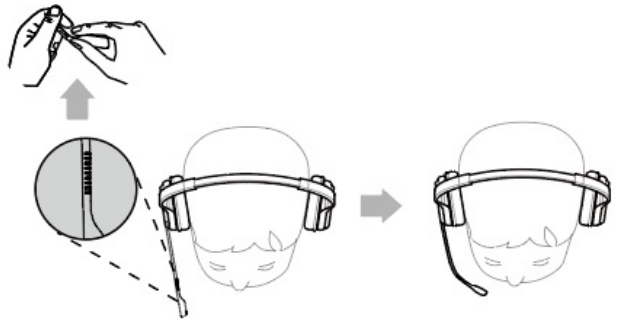
The headset is not set as the audio device for the softphone client.

2. Why Can't the Other Party Hear Me?

The microphone is muted. Press the Mute button on the headset to unmute.



Position the microphone close to your mouth.

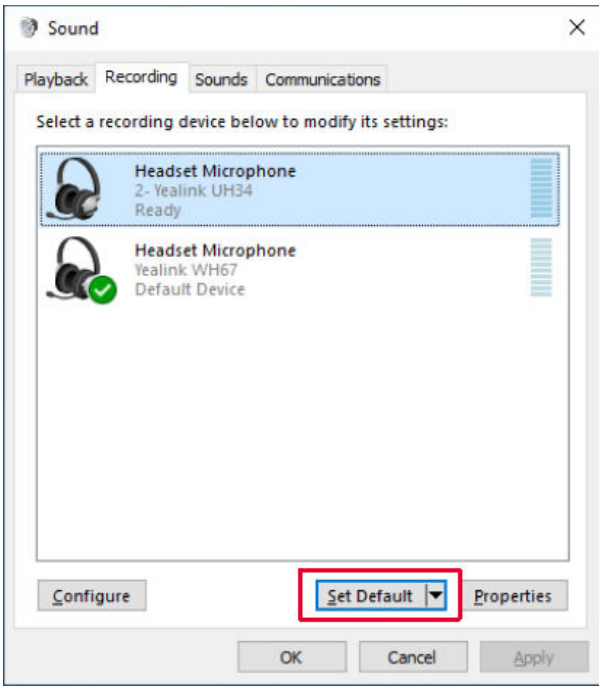


The headset is not set as the default audio device. Instead, use the audio settings in the sound control panel/ preferences to select the headset as the default audio device.

For WIN 8/ WIN 8.1/ WIN 10 OS:

1.) Go to **Control Panel->Hardware and Sound->Sound**.

2.) In the **Recording** tab, highlight the desired headset and select **Set Default**.



3.) Confirm the action.

For MAC OS:

1.) Go to your **System Preferences -> Sound**.

2.) In the **Input** tab, select the corresponding headset as your Playback Device.

3. Why Does the Music Continue When I Answer a Call in the Music?

Answering a call in music will not pause the music. Instead, you need to pause it manually.

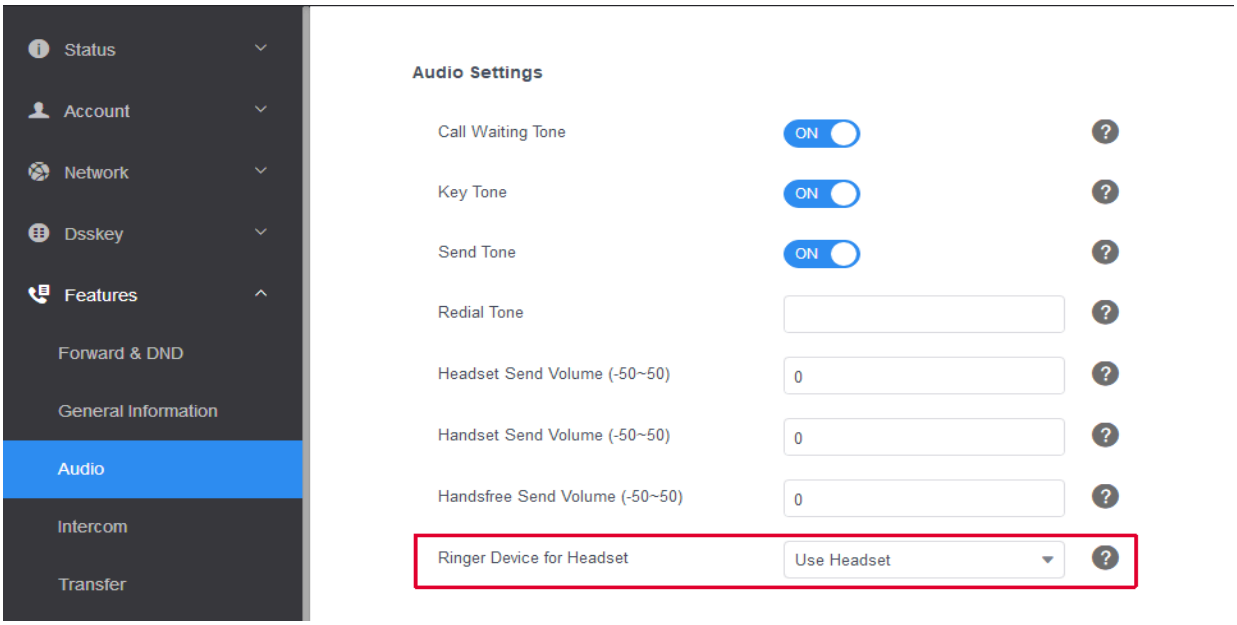
4. Why Doesn't the Headset Respond When There Is an Incoming Call from the Desk Phone?

Do the following:

1.) Access the web user interface of the desk phone.

2.) Go to **Features->Audio**.

3.) Select **Use Headset** or **Use Headset & Speaker** from the **Ringer Device for Headset** drop-down menu.



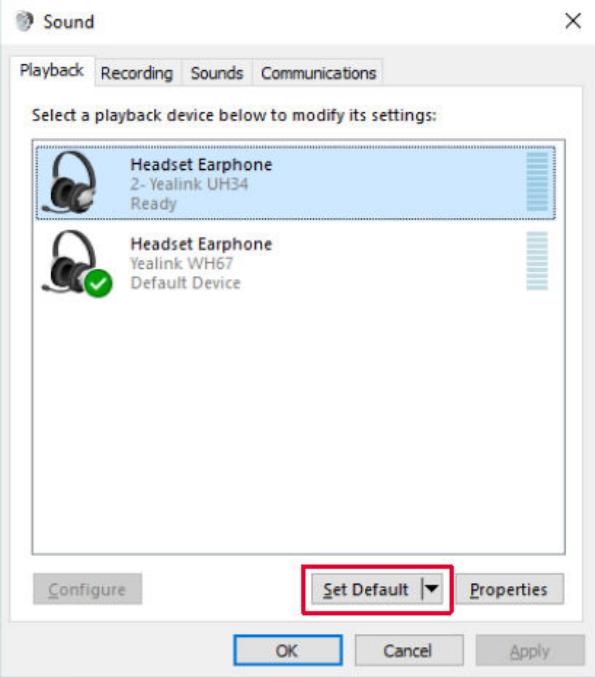
Note: For some phones, you also have to press the HEADSET key first.

5. How to Use the Headset to Listen to Music on a PC?

If you need to use the headset to listen to music on the PC, you can set the headset as the default audio device on the PC.

1.) Go to **Control Panel->Hardware and Sound->Sound**.

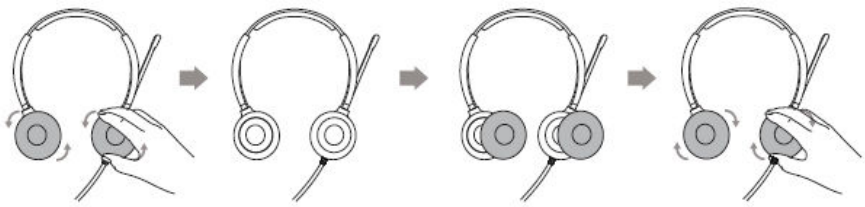
2.) In the **Playback** tab, highlight the desired headset and select **Set Default**.



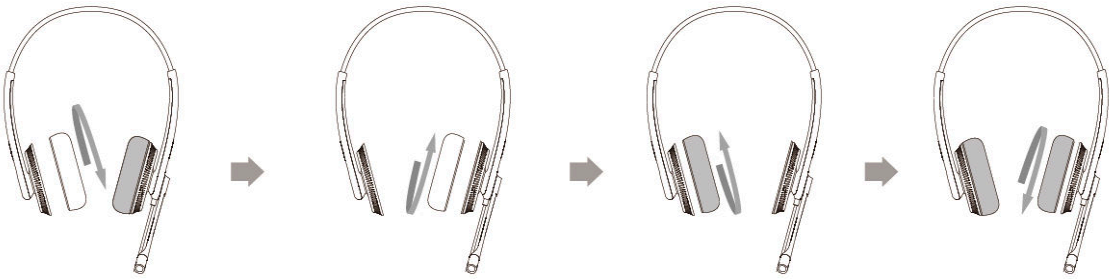
3.) Confirm the action.

6. How to Replace Ear Cushions?

For **UH36**:



For **UH34/UH34 Lite**:



Note: During the firmware update, all LEDs on the headset go out.

Yealink USB Connect

1. What Is Yealink USB Connect?

Yealink USB Connect is computer software designed to manage Yealink USB devices. With Yealink USB Connect, you can:

- Get an overview of connected Yealink USB devices.
- Update your Yealink USB device to enhance its performance and features.
- Reboot your Yealink USB device.
- Give feedback on your Yealink USB device.

image--009.png

Download via support.yealink.com

2. How to Find the Firmware Version of My Headset Using Yealink USB Connect?

Procedure

1.) Run **Yealink USB Connect**.

2.) Go to **Device status** to check the firmware version.

image--010.png

3. How to Update the Firmware for My Headset Using Yealink USB Connect?

Procedure

1.) Run **Yealink USB Connect.**

2.) Go to **Update device**.

3.) Do one of the following:

- Click **Check for updates** to automatically update the firmware to the newest version.
- Click **Update manually** to update the firmware to the specific version manually .

image--011.png

Note: During the firmware update, all LEDs on the headset go out.

4. Why Can't My Headset Synchronize the Call Status and Incoming Call Status of the Softphone?

The call status synchronization requires the support of the softphone. We are working on compatibility with more softphones.

Compatible List

Check Compatibility List for more details.

Is My PC Compatible?

The Yealink USB wired headset is compatible with the following operating system: Windows (Windows 8, Windows 8.1, Windows 10) and macOS (Catalina, Mojave, Big Sur).

Note: You may not use the headset's call control function as some softphones have limited support for UH34 on PCs with Apple M1 chips.

Is My Desk Phone Compatible?

UH34 is compatible with Yealink T4XS, T4XU, T5XW, T58, VP59 phones running firmware version V85 or higher.

If you are using another desk phone or are running an earlier firmware version, UH34 can only support basic functions for the desk phones listed in the table below (Answer call / Mute / End call).

You may encounter problems listed in the table:

image.png

image.png

image.png

image.png

Microsoft Teams

How to Set up My Headset to Work with Microsoft Teams?

Procedure

1. Click on your profile picture at the top of the Teams window.
2. Click **Settings->Devices**.
3. Select your headset (for example, Yealink UH34) under the **Audio devices** field).

Note: Make sure you're running Teams in Teams Only mode.

Skype for Business

How to Set up My Headset to Work with Skype for Business?

Procedure

1. Click the **Settings** icon in the top-right corner of the **Skype for Business** window.
2. In the left side options, click **Audio Device**.
3. In **Audio Device**, select your headset (for example, Yealink UH34) under the **Speaker** and **Microphone** options).

Yealink UME

1. How to set up my headset to work with Yealink UME?

Procedure

1. Run **UME**.
2. Click on your profile picture at the top of the UME window
3. Select **Settings**, and then select **Device**.
4. For each of the **Speaker** and **Microphone** setting, select your headset (for example: Yealink UH34).

Yealink Meeting

How to Set up My Headset to Work with Yealink Meeting?

1. Run **Yealink Meeting**.
2. Go to **More->Settings**.

image--016.png

3. Select **Audio**.
4. For each **Speaker** and **Microphone** setting, select your headset (for example, Yealink UH34).

image--017.png

Power & Charge

> ⓘ **NOTE**
> This chapter is only applicable to the UH38 headset.

Unable to power on the phone

- Make sure the battery is fully charged.
- Reset the phone.
- Initialize the phone, and pair the phone and the device again (UH38).

The phone is powered off automatically

Make sure the battery is fully charged.

Charging cannot be done

Common

- Try charging with the supplied USB cable.
- We recommend you charge in a place with an ambient temperature between 32 °C and 104 °C. Efficient charging may not be possible beyond this range.
- Reset the phone.

- Initialize the phone, and pair the phone and the device again.

When charging with a USB AC adapter

- Ensure the USB AC adapter is firmly connected to the AC outlet.
- When using a commercially available USB AC adapter, use one capable of supplying an output current of 1.5 A or more.

When charging with a PC

- Check the supplied USB Type-C cable is properly connected to the PC’ s USB port.
- Check the PC is turned on.
- There may be a problem with the USB port of the connected PC. Try connecting to another USB port on the PC if one is available.
- Restart the PC and try the USB connection procedure again in cases other than those stated above.

Charging time is too long

- When charging with a PC, check that the phone and the PC are directly connected, and not via a USB hub.
- Check that you are using a commercially available USB AC adapter capable of supplying an output current of 1.5 A or more.
- Check that you are using the supplied USB Type-C cable.
- We recommend you charge in a place with an ambient temperature between 32 °C and 104 °C. Efficient charging may not be possible beyond this range.
- Restart the PC and try the USB connection procedure again in cases other than those stated above.

Sound

No sound

- Check that both the headset and the connected device are turned on.
- When playing music, check that the headset and the transmitting device are connected.
- When using a video calling application on a PC, check that the headset and the PC are connected.
  Depending on the video calling application you are using, microphone settings may not be available.
- When you connect with 2 devices simultaneously with a multipoint connection, depending on the connected device, the device may keep sending the silent signal even if the playback of the music or video is stopped. In this case, the headset remains connected to the device, and the connection may not be changed to another device. If the sound from the second device cannot be heard after the playback is stopped on the first device, operate in the following order and check whether the situation has improved.
  - Stop the playback of the application on the first device.
  - Shut down the application on the first device.
- Turn up the volume if it is too low.
- Check that the connected device is playing back.
- If you are connecting a PC to the headset, make sure the audio output setting of the PC is set for a Bluetooth device.
- Pair the headset and the Bluetooth device again.
- Restart the smartphone or the PC you use.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Low sound level

- Turn up the volume of the headset and the connected device.

- Connect the Bluetooth device to the headset once again.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

> ⓘ **NOTE**
> Depending on the connected device, the volume of the device and the headset may or may not be synced. If the volume on a device is not synced to the volume on the headset, it will not be possible to use the device to turn up the volume on the headset once the volume is turned down on the headset. In that case, turn up the volume of both the headset and the connected device.

Low sound quality, or noise sound can be heard

- Turn down the volume of the connected device if it is too loud.
- Some devices that emit ultrasonic sound waves designed to repel rodents may occasionally be installed at the entrances of commercial facilities or subway stations. Near such devices, the ultrasonic sound waves may cause noise or unusual sounds to be heard from the headset. Leave the place where the noise or unusual sound is heard. Or turn off the noise canceling mode from the Yealink USB Connect software.
- If the headset connects to the previously connected Bluetooth device, the headset may only establish the HFP/HSP Bluetooth connection when it is turned on. Use the connected device to connect via an A2DP Bluetooth connection.
- When listening to music from a PC on the headset, the sound quality may be poor (e.g., difficult to hear the callee voice, etc.) for the first few seconds after a connection is established. This is due to the PC specifications (priority on stable connection at the start of transmission and then switches to priority on sound quality several seconds later) and is not a headset malfunction.

Sound skips frequently

Communications may be disabled, or noise or audio dropout may occur under the following conditions.

- When there is an obstacle, such as metal or a wall, between the headset and the Bluetooth device
- In places with wireless LAN, where a microwave oven is used, electromagnetic waves are generated, etc.
- If you are enjoying music with your smartphone, the situation may be improved by closing unnecessary apps or restarting your smartphone. If you are enjoying music with your computer, close unnecessary applications or windows and restart the computer.
- Connect the headset and the Bluetooth device once again.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Noise canceling effect is not sufficient

- Make sure the noise canceling function is turned on.
- Adjust the headset to a comfortable position.
- The noise canceling function is effective in low-frequency ranges such as airplanes, trains, offices, near air-conditioning, and is not as effective for higher frequencies, such as human voices.
- With the Yealink USB Connect, check the setting of **Smart Noise Block**. If you enable **Smart Noise Block**, the effect of noise canceling is reduced. You should enable **Noise Suppression**.

Connect

ⓘ **NOTE**
It is only applicable to UH38.

Pairing cannot be done

- Bring the headset and the Bluetooth device within 1 m (3 feet) from each other.
- When pairing a device for the first time after purchase or after initializing or repairing the headset, turn on the headset and put the headset enter pairing mode. To pair a second or subsequent device, press and hold **Call Control** button on the headset for about 5 seconds to enter pairing mode.
- When pairing a device once again after initializing or repairing the headset, you may be unable to pair it if it retains pairing information for the headset (smartphone or other devices). In this case, delete the pairing information for the headset from the device and pair them again.
- Restart the connected device such as a smartphone or a PC you use, and pair the headset and the device again.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Unable to make a Bluetooth connection

- Check that the headset is turned on.
- Check that the Bluetooth device is turned on and the Bluetooth function is on.
- If the headset automatically connects to the last connected Bluetooth device, you may fail to connect the headset to other devices via Bluetooth connection. If this is the case, operate the last connected Bluetooth device and disconnect the Bluetooth connection.
- Check if the Bluetooth device is in sleep mode. If the device is in sleep mode, cancel the sleep mode.
- Check if the Bluetooth connection has been terminated. If terminated, make the Bluetooth connection again.
- If the pairing information for the headset has been deleted on the Bluetooth device, pair the headset with the device again.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Update

If any of these messages appear during the software update, follow the instructions provided to continue with the update.

Possible Causes

If any of the issues above occur, the following conditions might cause the update to stop before it completes.

- The headset and mobile device have an unstable connection.
- The headset or mobile device has a low battery.
- There is signal interference, such as from a wireless LAN or other wireless devices (Only UH38).

Troubleshoot Issue

- Turn off power to all devices connected to the mobile device being used for the update.
- Turn off the mobile device. Then turn it back on.
- Close the Yealink USB Connect.

- Open the Yealink USB Connect again.
- Fully charge your headset and mobile device.
- Initialize the headset, and pair the headset and the device again (Only UH38).
- Unplug and plug the headset via a USB cable.

Perform Update Again

Check the following conditions first and then perform the update again using the or Yealink USB Connect.

- Turn off or close all other apps running on the mobile device/PC.
- Keep the headset as close to the mobile device as possible (Only UH38).
- Keep other devices that transmit radio waves, including Bluetooth and Wi-Fi® devices, away from the headset and the mobile device (Only UH38).
- When using an iOS device (iPhone, iPad, etc.), turn off the Google Assistant settings (Only UH38).

Clean

Please follow these hygiene practices and keep your products clean.

1. Rub the cloth with a bit of regular soap and water, and dry the excess liquid to prevent the fabric from dripping. Use only soap and water - do not use a strong cleaner.
2. Gently wipe the headset to ensure no foam on the surface.
3. Leave the headset for at least one minute.
4. Wipe the surface with a slightly damp cloth (water only).
5. Dry in the air.
6. If you do not use the headset, avoid contact with dirty surfaces to keep it clean. If the headset comes with a charging cradle, you can insert it into the cradle or place it in a protective case/bag.

Whitepaper

Wired Headset Security Whitepaper

*Coming soon.

Video Center

Coming Soon.