



Yealink WH62 Headset



Revision History

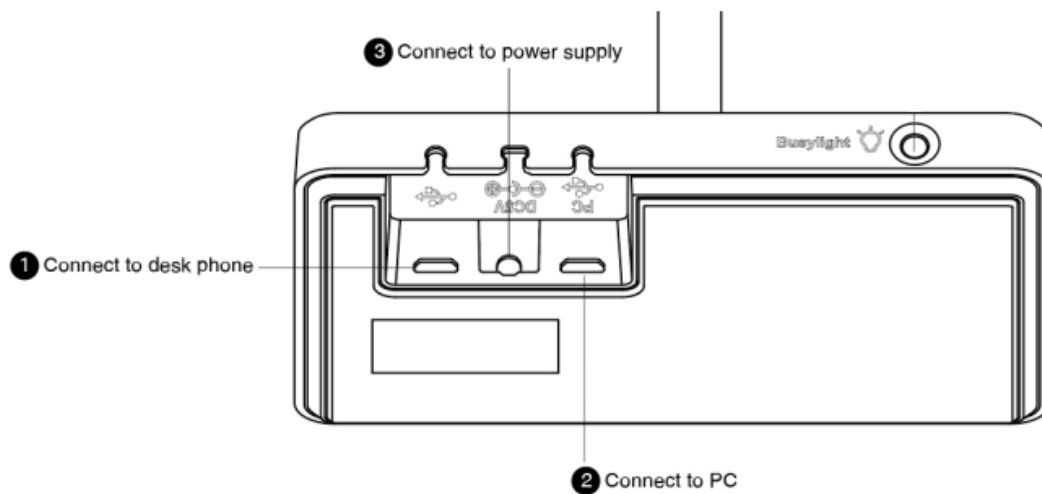
Revision	Date	Description	Initials
1.0	3/14/22	First published version.	JN



Overview

Guide to help assist with using The Yealink WH62 Headset.

How to Connect WH62 To PC



1: Connect one end of the USB cable to the PC port (2 on diagram) of the base.

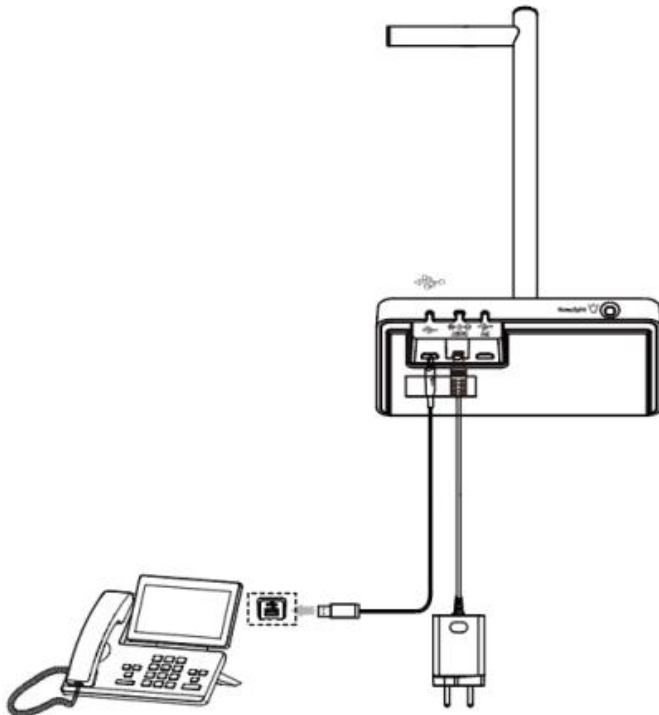
2: Connect other end of USB cable to USB port on PC

3: Connect power supply to power supply port (3 on diagram).

4: Connect power supply to power source.



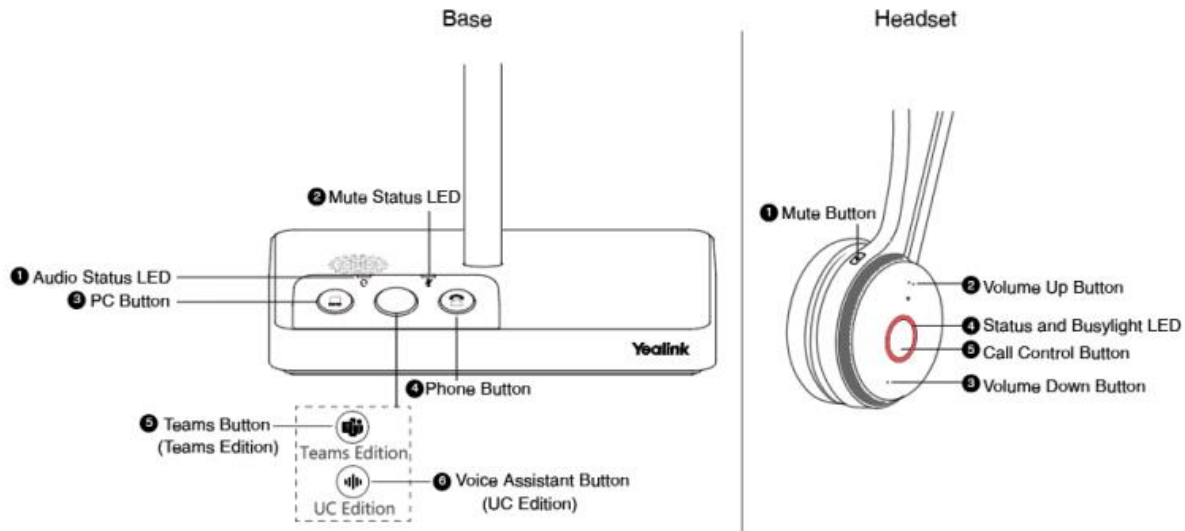
How to Connect WH62 To Phone (Optional)



- 1: Connect one end of the USB cable to the phone port of the base.
- 2: Connect to USB port on Phone. (Only compatible with USB headset enabled phones).



WH62 Buttons and Controls

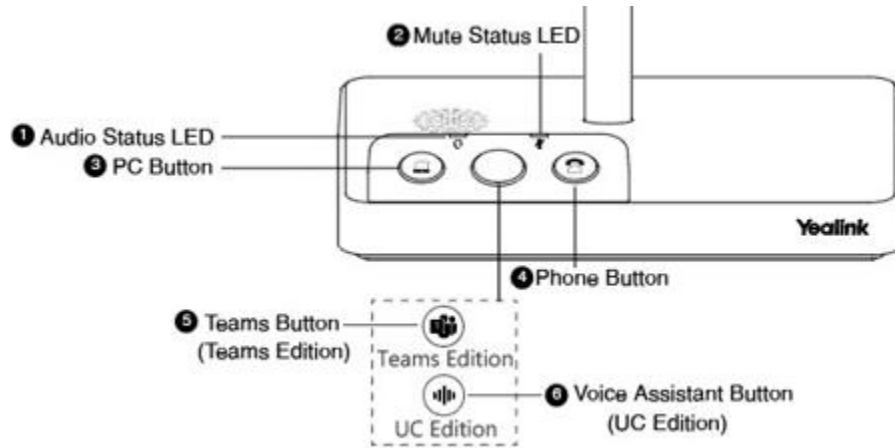


Name		Description
Base		
1	Audio Status LED	Alerts you to the audio status between base and headset. <ul style="list-style-type: none"> Solid green: the audio connection between base and headset is normal Flash orange: the headset is disconnected with base
2	Mute Status LED	Alerts you when your headset is muted.
3	PC Button	Press to enter the softphone dialing screen, answer, or end a softphone's call. <i>*Call controls such as hang up and answer do not work with NHC UC Max soft phone</i>
4	Phone Button	Press to enter the phone dialing screen, answer, or end a phone's call.
5	(Teams Edition) Teams Button	<ul style="list-style-type: none"> Hold for 2 seconds to activate Cortana integrated in Teams (this requires Microsoft's support). Press to invoke the Teams client in the idle state.
6	(UC Edition) Voice Assistant Button	Hold for 2 seconds to activate the voice assistant.



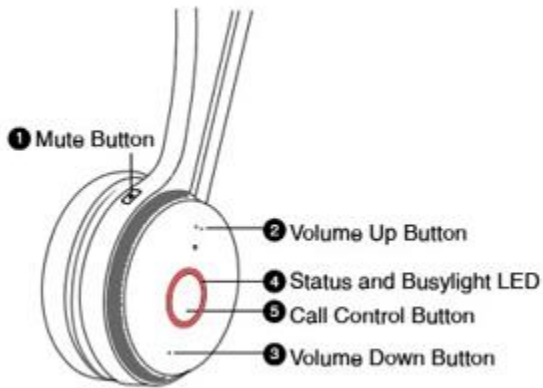
Headset		
1	Mute Button	Toggle the microphone on and off.
2	Volume Up Button	Adjust the volume on your headset.
3	Volume Down Button	
4	Status and Busylight LED	Indicates the charging, Teams, or call status.
5	Call Control Button	<p>Use to power the headset on and off.</p> <ul style="list-style-type: none"> • Hold for 3 seconds to power the headset on. • Hold for 3 seconds to power the headset off. <p>Incoming and active call management depends upon if you have one call or multiple calls.</p> <p><i>*Call controls such as hang up and answer do not work with NHC UC Max soft phone</i></p> <p>One call:</p> <ul style="list-style-type: none"> • Press once to answer an incoming call. • Double-press to reject an incoming call. • Press once to end a call. <p><i>*Call controls such as hang up and answer do not work with NHC UC Max soft phone</i></p> <p>Multiple calls:</p> <ul style="list-style-type: none"> • Hold for 2 seconds to answer an incoming call and put the active call on hold. • Hold for 2 seconds to switch between held call and active call. • Press once to end the current call and answer the incoming call. • Double-press to stay on a current call, and to reject a second incoming call. <p><i>*Call controls such as hang up and answer do not work with NHC UC Max soft phone</i></p> <p>Teams-related features:</p> <ul style="list-style-type: none"> • Hold for 2 seconds to activate Cortana integrated in Teams (this requires Microsoft's support). • Press once to invoke the Teams client in the idle state.

WH62 Base Status LEDs



LED	Base State
PC/desk phone button	
Off	PC/desk phone device is not connected
Glows white	PC/desk phone device is connected and in the idle status
Glows green	In the call
Fast flashes green	Ringling
Flashes green in double	Hold
Teams button	
Off	Teams disconnected
Glows white	Teams connected
Slowly-flashing white	Receive missed calls/voice mails/Teams connecting

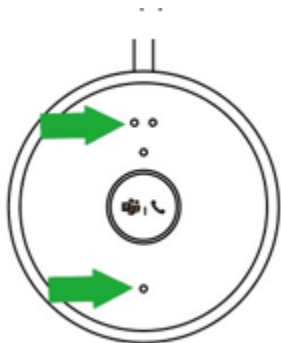
WH62 Headset Status LEDs



LED	Headset State
Off	Power off / idle (not on the base)
Slowly flashes red	Battery < 5% (low battery)
Flashes red and green alternatively	Firmware update
Slowly flashes orange	Out of range
Situations related to Charging	
Flashes red	Battery between 0% and 19%
Flashes green	Battery between 20% and 100%
Glow green	Battery 100% (full)
Situations related to Calls	
Fast flashes red	Ringling

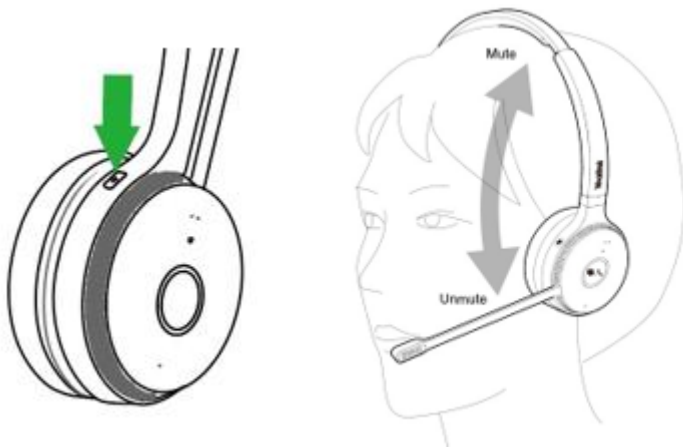


WH62 Adjust Playback Volume



On the WH62 headset, press the **Volume Up/Volume Down** button.

WH62 Mute/ Unmute Microphone



Press the **Mute** button.

Or you can also move the microphone boom-arm up/down to mute/ unmute.



Yealink USB Connect

(Recommended)

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 (for example, change basic/advanced settings, BT50 pair management)
- Update your Yealink USB device to enhance its performance and features • Give feedback on your Yealink USB device

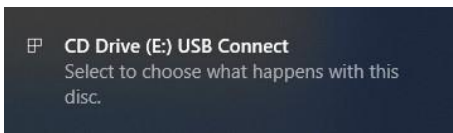
Download and Install

Before you begin

Connect the base to your PC.

Procedure

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

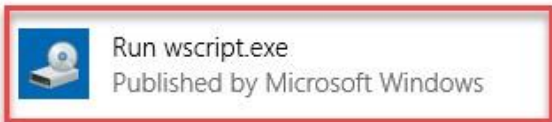


2. Click the prompt box and run the program.

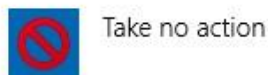
CD Drive (E:) USB Connect

Choose what to do with this disc.

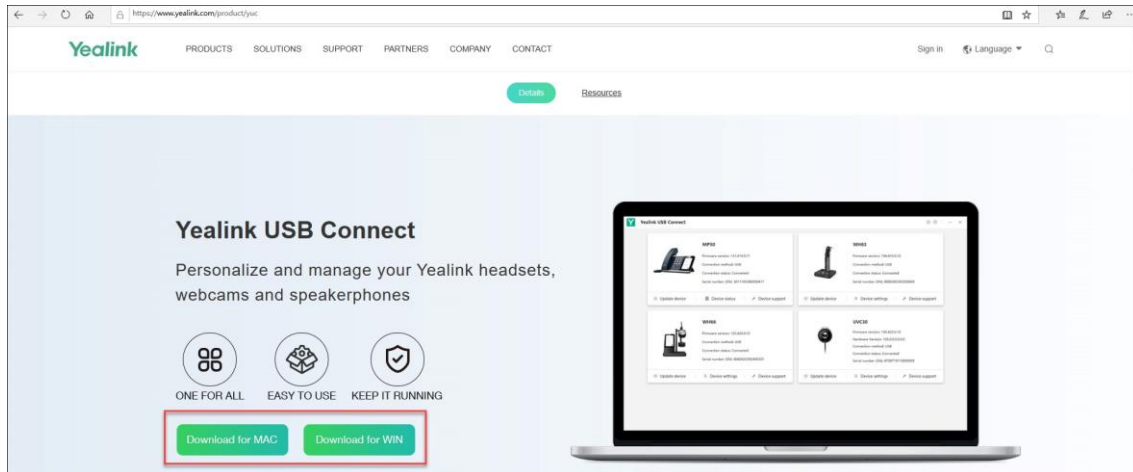
Install or run program from your media



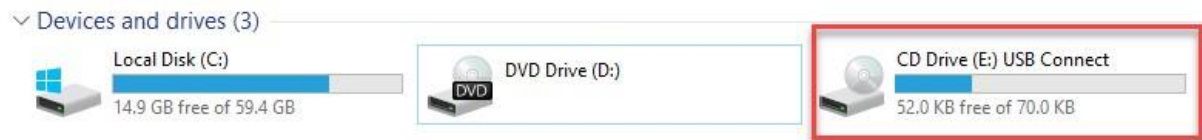
Other choices




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.



Download the Yealink USB Connect on the web page.

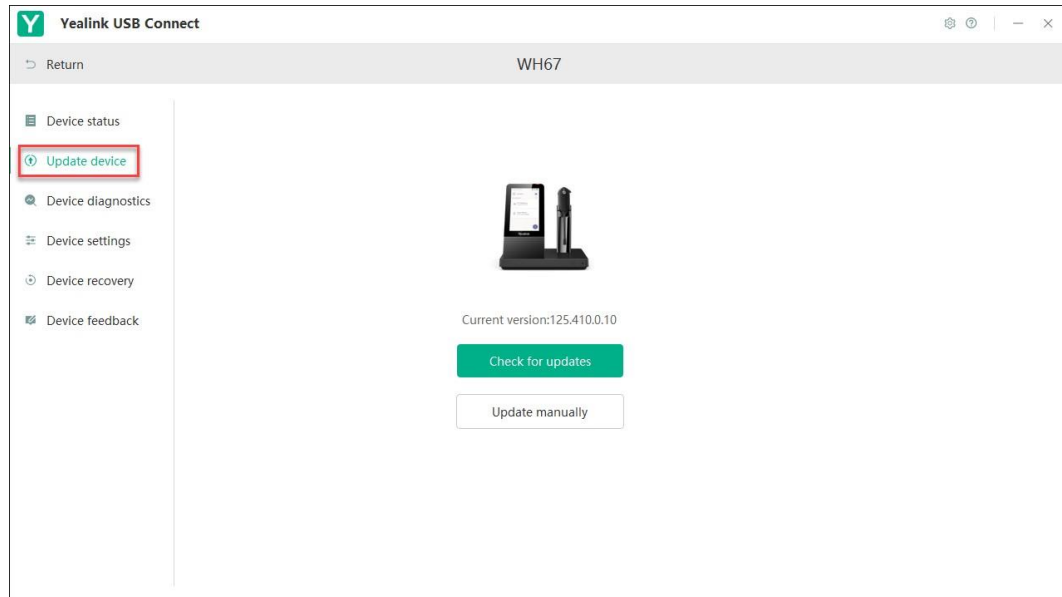
 **Note:** If it detects that Yealink USB Connect has been installed after connecting, Yealink USB Connect will automatically run.


Yealink Update Firmware


1. Connect the base to the power supply and PC.
2. Dock the headset in a base.
3. Update the base firmware via Yealink USB Connect.

Click - Check for updates (cloud)

Or - Update manually (manual FW File on PC)

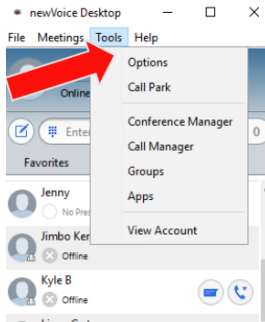


 **Important:** You need to connect the PC to the micro-USB port of the headset marked with the text "PC".

 **Note:** Do not undock the headset or power off the base during the upgrade, otherwise the headset upgrade will fail. You can dock the headset in a base to upgrade again.

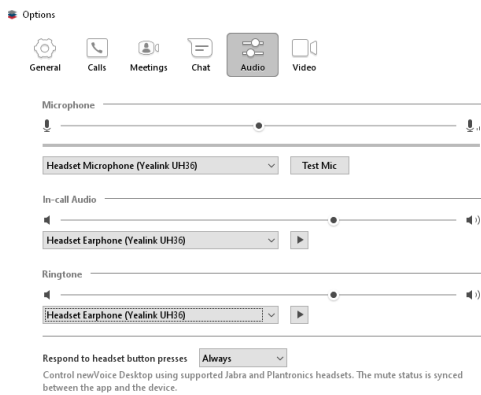


Selecting WH62 from newVoice Desktop



Click on Tools

Then Select Options



Click On Audio Options

Select Yealink WH62 from drop down menus for Microphone and In-call Audio

Select a source from the drop down list you wish the notification and ringing to play.