

The Yealink WH62 is a DECT wireless headset designed for use with Yealink desk phones, PCs, and softphone applications. Here's a comprehensive guide on how to set it up and use it effectively:



Step 1. Unboxing and Assembling

1. Unbox the Components:

- WH62 headset
- Base station
- USB cables
- Quick Start Guide

2. Assemble the Headset and Base:

- Place the headset onto the base station for initial charging.
- Ensure the headset is securely seated.

Step 2. Connecting the WH62

1. To a Yealink Phone

• Via USB Cable:

1. Plug one end of the USB cable into the PC port on the WH62 base station.
 2. Connect the other end to the USB port on your Yealink phone.
 3. Your Yealink phone should automatically detect the WH62 as an audio device.
- Plug the base station into a power outlet using the provided adapter.

• Phone Settings:

- On the Yealink phone, go to *Menu > Basic Settings > Audio > Headset Settings*.
- Ensure the audio output is set to the **Headset mode**.

2. To a PC

• Using USB:

1. Connect the USB cable to the **PC port** on the WH62 base.
2. Plug the other end into a USB port on your computer.
3. Install the **Yealink USB Connect software** (downloadable from [Yealink's website](#)) for advanced configuration and firmware updates.

3. Simultaneous Connections

- The WH62 can connect to both a Yealink phone and a PC at the same time. Use the **PC/Phone toggle button** on the base to switch between the devices.

It is compatible with 100+ platforms and operating systems,
ensuring seamless connectivity and effortless collaboration with your team all day long.





Step 3. Setting Up for Use

1. Pairing (if required)

- The headset is pre-paired with the base out of the box. If re-pairing is needed:
 1. Place the headset on the base station.
 2. Press and hold the **Link button** on the base station until the LED flashes.

2. Adjust Settings

- Use the **Yealink USB Connect** software to:
 - Update firmware.
 - Adjust audio settings such as EQ, sidetone, and mic sensitivity.
 - Configure advanced features like the busy light.

3. Enable EHS (Electronic Hook Switch)

- If using with compatible Yealink phones, enable EHS in the phone's settings for call control via the headset.

Step 4: Using the WH62

1. Answering/Ending Calls

- Tap the **Call Control Button** on the headset or the base station.

2. Muting/Unmuting

- Use the **Mute Button** on the headset to mute or unmute during calls.

3. Adjusting Volume

- Use the volume buttons on the headset or the base station to increase or decrease the audio level.

4. Switching Between Devices

- Use the **toggleButton** on the base station to switch between a PC and a phone.

5. Busy Light

- The WH62 includes a built-in busy light to signal when you're on a call.

6. Conference Calls

- Pair up to 4 Yealink WH62 headsets to a single base station for a group conference. Press the **Conference Button** on the base to enable this mode.

Step 5. Troubleshooting

1. No Audio:

- Verify the USB connection to your phone or PC.
- Ensure the headset is not muted.
- Check that the correct audio device is selected in your PC or phone settings.

2. Headset Not Recognized

- Ensure the headset is firmly connected to the base.
- Update the firmware using the Yealink USB Connect software.

3. Poor Sound Quality

- Move closer to the base station to improve the DECT signal.
- Reduce interference by keeping the base away from other wireless devices.

4. Calls Not Working on Phone

- Confirm the headset mode is enabled on the Yealink phone under *Menu > Basic Settings > Audio > Headset Mode*.

By following these steps, your Yealink WH62 should be fully operational, providing a seamless communication experience whether you're using it with a Yealink phone or a PC.