



Yealink WH62 Mono/Dual

DECT HEADSET

USER MANUAL



September 28, 2023

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YEALINK WH62 MONO + DUAL DECT HEADSET



WH62 Mono

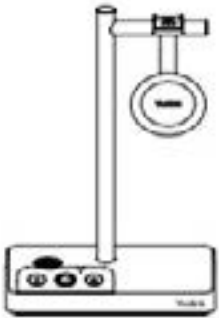


WH62 Dual

GETTING STARTED

Unbox the contents of the headset.

PACKAGE CONTENTS



BASE



MONO OR DUAL HEADSET



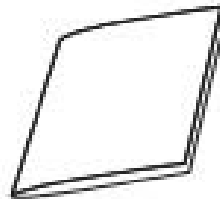
POWER ADAPTER



MICRO USB TO
USB-A USB
CABLE 0.8M



MICRO USB TO
USB-A USB
CABLE 1.0M



QUICK START GUIDE

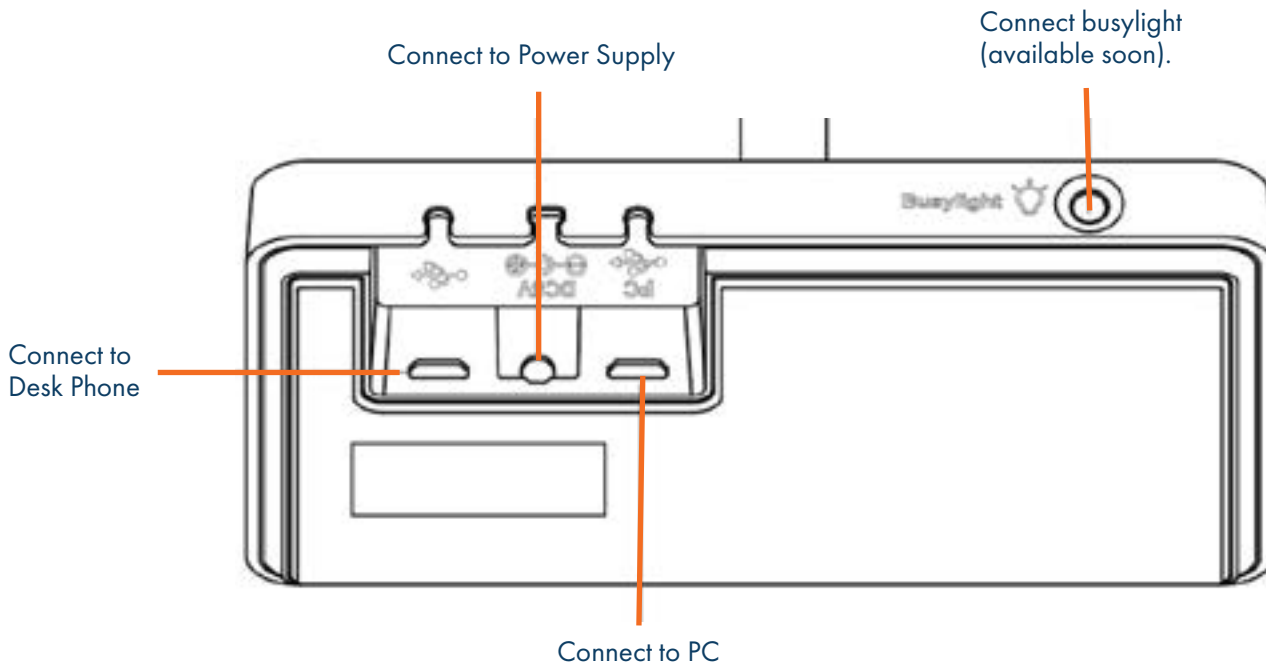
NOTES: You should use the included accessories as other accessories may have compatibility issues that prevent them from working properly.

Be sure to connect the base to a DC power supply, not just the USB power supply.

CONNECTING THE HEADSET

2

The following diagram will assist with connect the headset properly.



CONNECT TO PC/DESK PHONE WITH THE INCLUDED USB CABLE

Connect one end of one of the included USB cables to the PC port on the base and the other end into the USB Port on the PC. Connect one end of the other included USB cable to the Phone port on the base and the other end into the USB Port on the desk phone.

IMPORTANT: You need to connect the PC to the Micro USB port of the base marked with the text PC.

CHARGE THE HEADSET BEFORE USE

- + Dock the headset into the charger.
- + Before initial use, dock the headset for at least 30 minutes.
- + For the initial use the headset is successfully paired with the base when you dock it in the base.

YEALINK USB CONNECT SOFTWARE

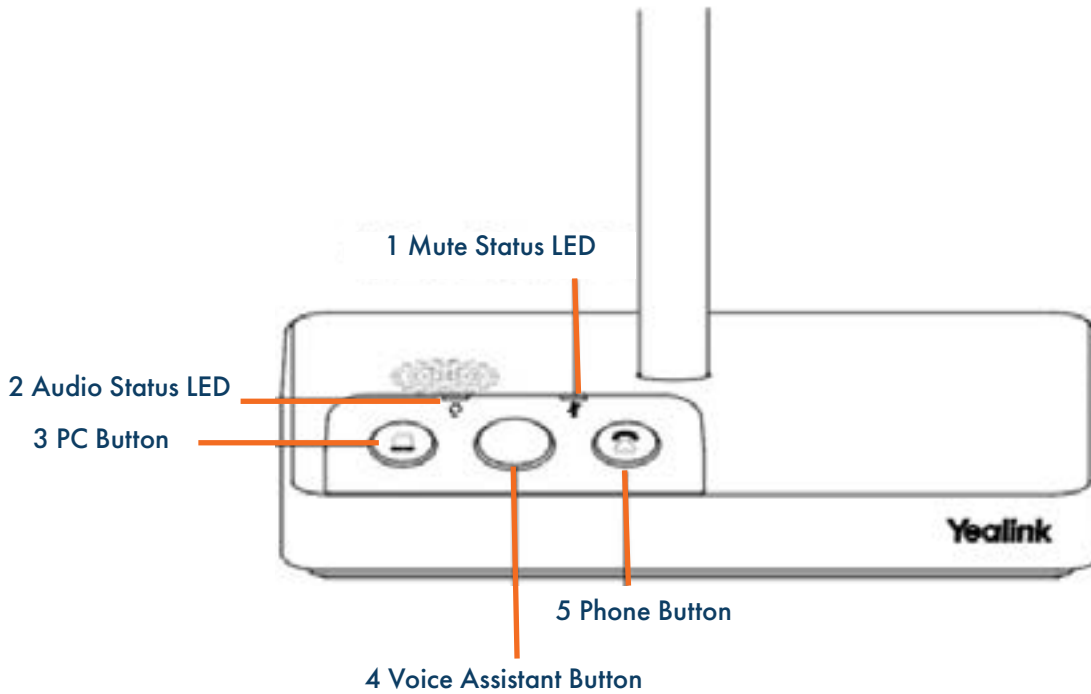
Yealink provides a USB device manager client called Yealink USB Connect that can be used to personalize and manage your Yealink Headsets.

Download the software from the Yealink website at <https://www.yealink.com/product/yuc>.

See the separate Yealink USB Connect Quick Reference Guide at www.northland.net/support.

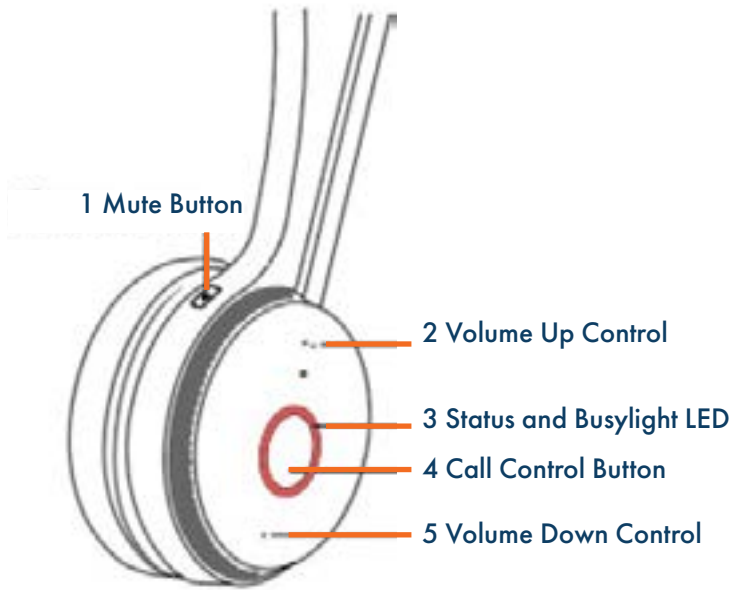
IMPORTANT: Verify that the firmware on your headset is up to date through the USB Connect Software.

BASE



No.	Name	Description
1	Mute Status LED	Alerts you when your headset is muted.
2	Audio Status LED	Alerts you to the audio status between the base and headset. + Solid Green: the audio connect between the base and headset is normal. + Flashing Orange: the headset is disconnected from the base.
3	PC Button	+ Press to connect the headset to MaX UC to place a call. + Press to enter to answer or end a MaX UC call.
4	Voice Assistant Button	Hold for two seconds to activate the voice assistant.
5	Phone Button	+ Press to connect the headset to the desk phone to place a call. + Press to answer or end a call on the desk phone.

HEADSET



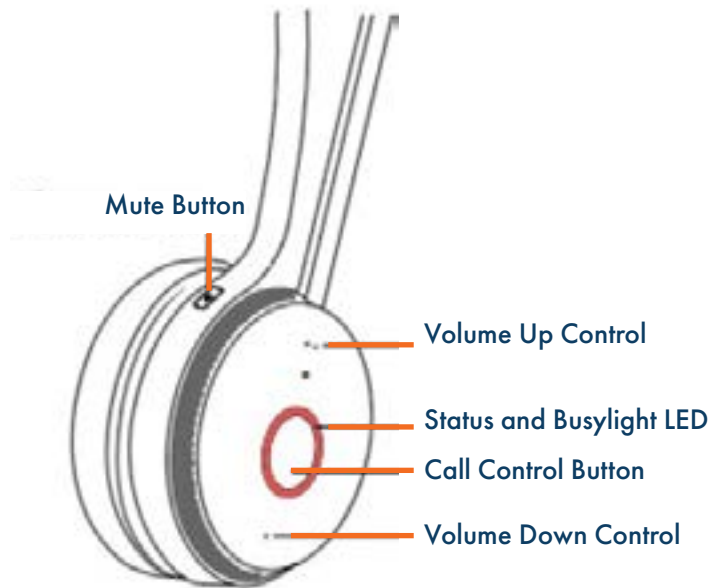
No.	Name	Description
1	Mute Button	Toggles the microphone on or off.
2	Volume Up Control	Raises the in ear volume of the headset.
3	Status and Busylight LED	Indicates charging and call status.
4	Call Control Button	<p>Power the headset on or off. + Hold for three seconds to power the headset on or off.</p> <p>Incoming and active call management depends upon if you have one call or multiple calls.</p> <p>One Call: + Press once to answer an incoming call. + Double-press to reject an incoming call. + Press once to end a call.</p> <p>Multiple Calls + Hold for two seconds to answer an incoming call and put the active call on hold. + Hold for two seconds to switch between the held call and active call. + Press once to end the current call and answer the incoming call. + Double press to stay on the active call and reject the second incoming call.</p>
5	Volume Down Control	Lowens the in ear volume of the headset.

WH62 BASE STATUS LEDS

The following LED indicators appear on the base of the WH62 headset.

PC DESK PHONE BUTTON	
Off	PC/desk phone device is not connected.
Glowes white	PC/desk phone device is connected and in the idle state.
Glowes green	In a call.
Fast green flash	Ringing.
Green double flash	Call is on hold.

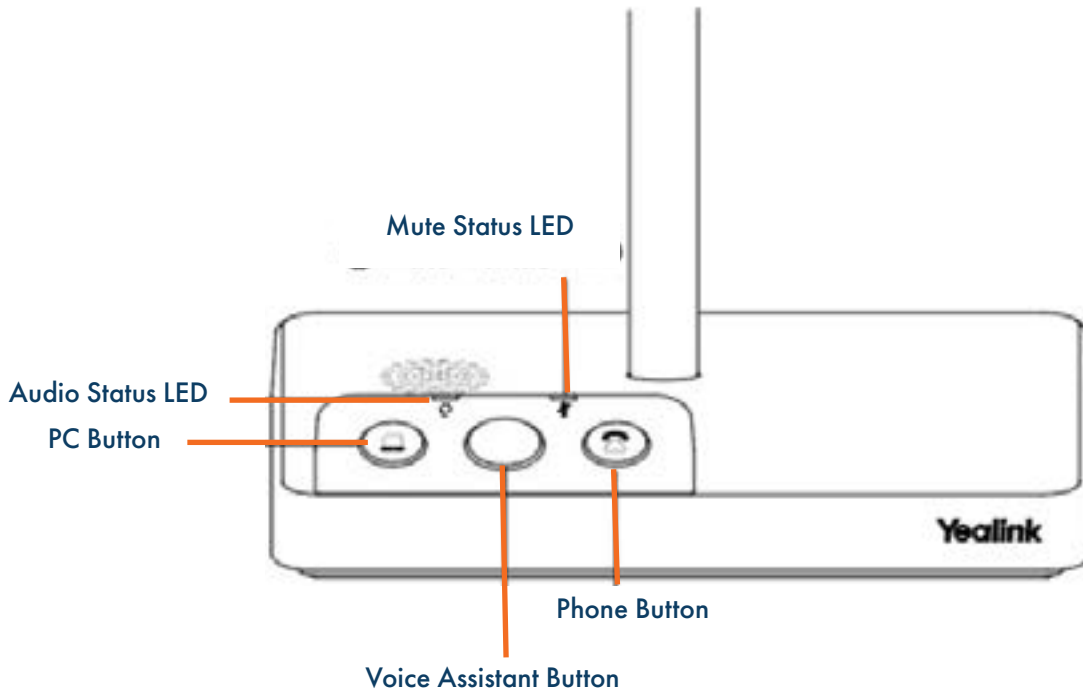
CALL HANDLING FROM THE HEADSET



- + **Answer a Call:** Press the Call Control button or undock the headset.
NOTE: Auto Answer must be turned on to answer the call by undocking the headset.
- + **End a Call:** Press the Call Control button or dock the headset.
- + **Reject a Call:** Double-press the Call Control button.
- + **Hold a Call:** Hold the Call Control button for two seconds.
- + **Resume Held Call:** Hold the Call Control button for two seconds.
- + **Adjust the Volume:** Press the Volume Control button up/down.
- + **Mute/Unmute:** Press the Mute button.
NOTE: You can also Mute/Unmute the microphone, by raising and lowering the microphone boom.
An audible announcement is heard to indicate "Muted" or "Unmuted" status.
Mute indicator lights illuminate when mute is active.

CALL HANDLING FROM THE BASE

IMPORTANT: When using MaX UC, all call control must be done from the MaX UC application and *not* from the headset or base.



- + Answer a Call: Press the PC button.
- + End a Call: Press the PC button or dock the headset.
- + Reject a Call ON MaX UC: Double-press the PC button.
- + Reject a Call on Desk Phone: Double-press the Phone button.
- + Redial a MaX UC Call: Double-press the PC button.
- + Redial a Desk Phone Call: Double-press the Phone button.

MERGE TWO CALLS INTO ONE CONFERENCE CALL

You can merge two calls into one conference call.

BEFORE YOU BEGIN:

- + The base must be connected to the PC and Phone via USB.
- + There must be an active MaX UC call and an active phone call on the base.

PROCEDURE:

- + **Hold** the PC button and Phone button for **two seconds**. The two calls are merged.
- + **To split the conference, hold** the PC button **or** the Phone button for **two seconds**. After splitting the conference, the call corresponding to the button is active and the other call is placed on hold.



TRANSFER A CALL FROM THE DESK PHONE TO THE HEADSET

BEFORE YOU BEGIN:

- + The base must be connected to the Desk Phone via USB.
- + A call is answered on the desk phone using the handset or speaker phone.

PROCEDURE:

- + Press the **Call Control** button on the headset.
- + Lift the headset from the base.
It may be necessary to press the headset key on the desk phone. The audio will transfer from the desk phone to the headset.

TRANSFER A CALL FROM THE HEADSET TO THE DESK PHONE

BEFORE YOU BEGIN:

- + The base must be connected to the Desk Phone via USB.
- + A call is answered on the headset.

PROCEDURE:

Do one of the following on the desk phone:

- + Pick up the handset.
- + Press the speaker key.

The audio will transfer from the headset to the desk phone.

HANDLE MULTIPLE CALLS

End Current Call and Answer Incoming Call: Press the **Call Control** button.

Place Current Call on Hold and Answer Incoming Call: Hold the **Call Control** button for *two seconds*.

Switch Between Held Call and Active Call: Hold the **Call Control** button for *two seconds*.

Reject the Incoming Call While on an Active Call: Double-press the **Call Control** Button.