



Yealink UH38 Dual

USB HEADSET

USER MANUAL



January 24, 2023

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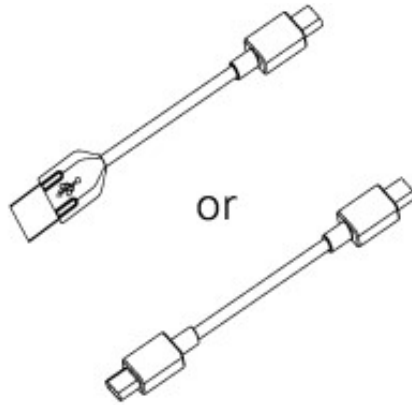
GETTING STARTED

Unbox the contents of the headset.

PACKAGE CONTENTS



DUAL HEADSET



USB 2.0 CABLE



CARRYING CASE



QUICK START GUIDE

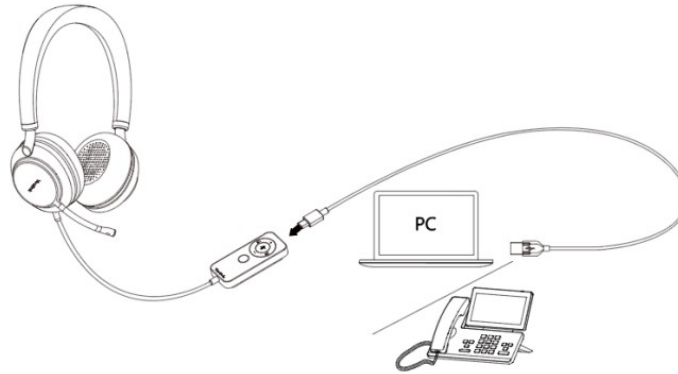
NOTE: You should use the included accessories as other accessories may have compatibility issues that prevent them from working properly.

CONNECTING THE HEADSET TO A PC OR YEALINK PHONE

2

The following diagram will assist with connecting the headset properly.

Connect the headset to a PC or compatible Yealink phone using the USB Connector.



CONNECTING THE HEADSET TO A SMART PHONE OR TABLET

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

Access 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 the 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 green light of the headset.

Enable Bluetooth on your mobile phone/IP phone/PC:

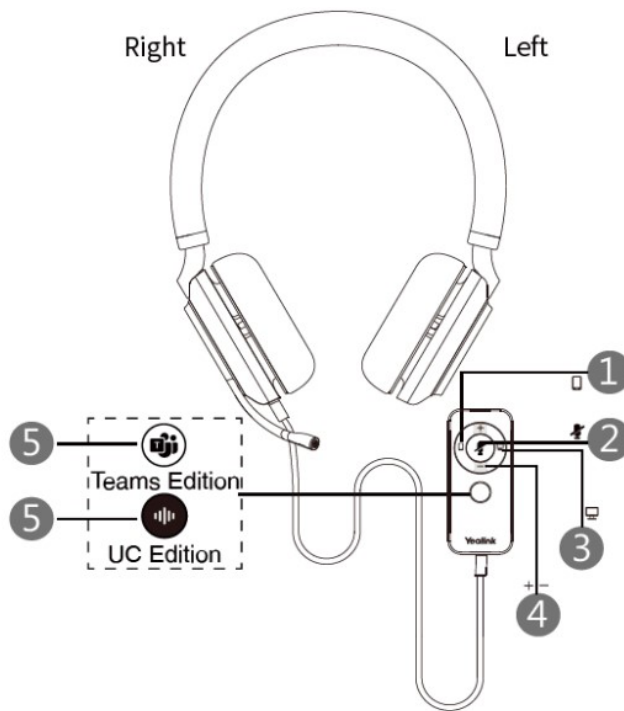
- + You can search and select the Yealink UH38 from the list of Bluetooth devices to pair with UH38.
The voice prompts "Mobile one connected" means that the connection is successful.

TIP: 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.

NOTE: Yealink UH38 is the default device name. For Bluetooth compatibility information, refer to the specific compatibility guide.

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.



Number	Button	Description
1	Bluetooth on/off Button and Mobile Talk	+ Hold for 5 seconds while the headset is powered off to enter the Bluetooth pairing mode. (Button flashes red and blue). Search and connect Yealink UH38 on the mobile phone.
2	Mute/Unmute Button	Press to mute or unmute the microphone.
3	PC Talk Button	Controls calls from devices connected to the headset via a USB cable: Press to answer, reject, or end a PC/desk phone calls.
4	Volume Up Volume Down Button	Press to turn the volume up or down.
5	(UC Edition) Voice Assistant Button (Teams Edition) Teams Button	+ Hold for 2 seconds to activate the voice assistant. + Hold for 2 seconds to activate Cortana integrated in Teams (This requires Microsoft's support). + Press to invoke the Teams client.

NOTE: Before using the Teams feature, you should install the Microsoft Teams Client on your PC.

BUSY LIGHT INDICATOR

The busy light indicator appears on both sides of the headset.

Indicator	Description
Red light flashes	Incoming call rings.
Solid red light	Lights during a call.

MOBILE/PC BUTTON INDICATORS

Mobile Button Indicator

Indicator	Description
The green light is on for 2 seconds, then goes out	Enable Bluetooth
The red and blue lights flash alternately	Bluetooth enters the pairing state
The red light is on for 2 seconds, then goes out	Disable Bluetooth
The blue light is on for 2 seconds, then goes out	Bluetooth pairing successful
Green light flashes	Receiving an incoming call
Solid green light	There is an active call in progress
Green light double flashes	Call is on hold

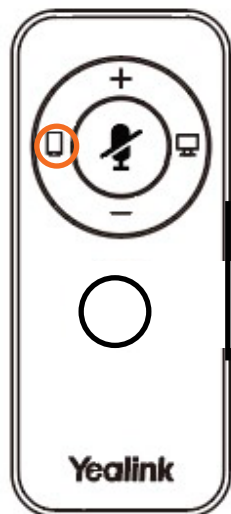
PC Button Indicator

Indicator	Description
Green light flashes	Receiving an incoming call
Solid green	There is an active call in progress
Green light double flashes	Call is on hold
Green light flashes slowly	Headset is going through an upgrade (when the upgrade is complete, the light of the mobile button, mute button and PC button flash simultaneously for 1 second and then the light goes out)

CALL CONTROL FROM THE USB CABLE CONNECTOR

You can control calls from the connector unit on the USB cord.

Mobile Control Button



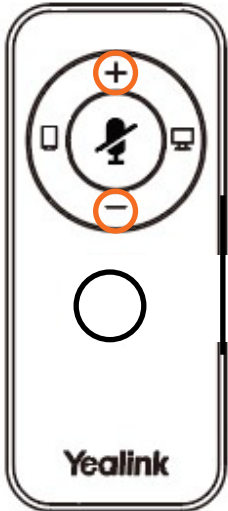
Function	Action
Answer Call	Press the Mobile button. Note: when receiving an incoming call the Busylight LED flashes red quickly and the Mobile button LED flashes green. During the call, the Busylight LED glows red and the Mobile button LED glows green.
End Call	Press the Mobile button.
Reject Call	Press the Mobile button twice.
Redial	Press the Mobile button twice in the idle state.
Hold/Resume call	Press and hold the Mobile button for 2 seconds. Note: When a call is placed on hold, the button LED flashes green.
Play/Pause music	Press the Mobile Button.

PC Control Button



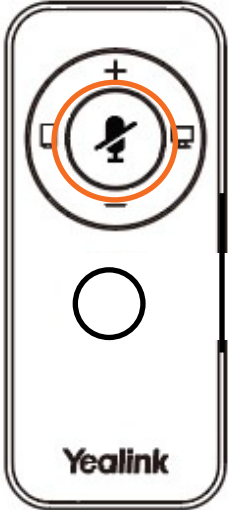
Function	Action
Answer PC/IP Call	Press the PC button. Note: When receiving an incoming call, the Busylight LED flashes red quickly, and the PC button LED flashes green. During the call, the Busylight LED glows red and PC button LED glows green.
End PC/IP Call	Press the PC button.
Reject PC/IP Call	Press the PC button twice.
Redial	Press the PC button twice in the idle state.
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.

Volume Control Buttons



Function	Action
Adjust Volume	Press the Volume Up/Volume Down button. Note: Press and hold the Volume Up/Volume Down button to increase or decrease the volume.
Turn Busylight on/off manually	Press the Volume Up/Volume Down button when not in a call.

Mute Button



Function	Action
Mute/Unmute Microphone	Press the Mute Button. When a call is muted, the Mute button LED is always on. Note: It only works when the microphone boom is down.

Voice Assist Button (Teams Version)



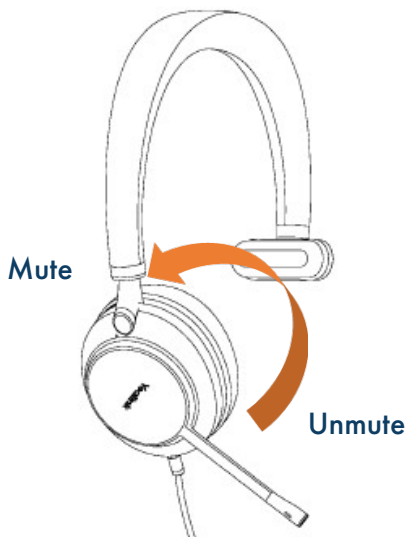
Function	Action
Invoke the Teams client	Press the Teams Button.
Activate Cortano integrated in Teams	Press and hold the Teams button for 2 seconds. Note: This requires Microsoft's support.

Voice Assist Button (UC Version)



Function	Action
Activate voice assistant	Press and hold the Voice Assistant button for 2 seconds.

MUTE/UNMUTE USING MIC BOOM



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

Mute detection feature: You will hear “Muted” when you are speaking into the muted microphone and mute is active.

Scenario	Function	Action
The headset is on a call via a USB cable (the PC button glows solid green and the busylight glows solid red), a new calls comes in via the USB cable.	Answer the new call and hang up the current call	Press the PC button
	Reject the new call and continue current call	Press the PC button twice
	Answer the new call and hold the current call	Press and hold the PC button for 2 seconds
The headset is on a call via USB cable (the PC button glows solid green and the busylight solid red), a new call comes in via Bluetooth.	Reject the new Bluetooth call and continue the current USB call	Press the Mobile button twice
	Answer the new Bluetooth call and hold the current USB cable call	Press and hold the Mobile button.
The headset is on a call via Bluetooth (the Mobile button glows solid green and the busylight solid red), a new call comes in via Bluetooth.	Answer the new call and hang up the current call	Press the Mobile button
	Reject the new call and continue the current call	Press the Mobile button twice
	Answer the new call and hold the current call	Press and hold the Mobile button for 2 seconds
The headset is on a call via Bluetooth (the Mobile button glows solid green and the busylight glows solid red), a new call comes in via USB cable	Reject the new USB cable call and continue the current Bluetooth call	Press the PC button twice
	Answer the new USB cable call and hold the current Bluetooth call	Press and hold the PC button
Multiple calls switching	Switch calls between USB cable calls and Bluetooth call (switch devices)	Press the PC (or Mobile button)
	Switch USB calls via the USB cable (multi-call switching in the same direction)	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	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	<p>During the conference calls:</p> <ul style="list-style-type: none"> + Press and hold the PC button for 2 seconds to split the conference calls. At this time, the PC continues the call, the mobile phone stays on the line. + Press and hold the Mobile button to split the conference calls. At this time, the mobilephone continues the call, the PC call stays on the line.

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 devices to enhance performance and features
- + Give feedback on your Yealink USB devices

Refer to the [USB Connect Quick Reference Guide](#) at the [Northland University](#)

RECOVER FACTORY SETTINGS

Recovering factory settings will clear the list of paired devices and all settings will be reset after the headset is restored.

Press and hold the mute button and the Teams/Voice Assistant button for 6 seconds until you hear the voice say "Factory reset, Bluetooth on, remaining talk time XX hours, pairing mode".

After all the button lights flash simultaneously, the mobile button indicator will flash red and blue alternately to enter pairing mode.