

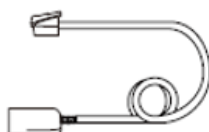
Package Contents

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

- **YHS36 E2 Dual**



YHS36 E2 Dual Headset



QD to RJ9 Straight Cord

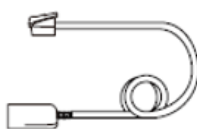


Quick Start Guide

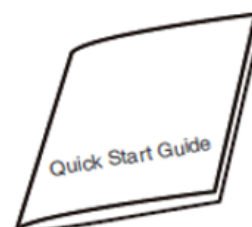
- **YHS36 E2 Mono**



YHS36 E2 Mono Headset



QD to RJ9 Straight Cord

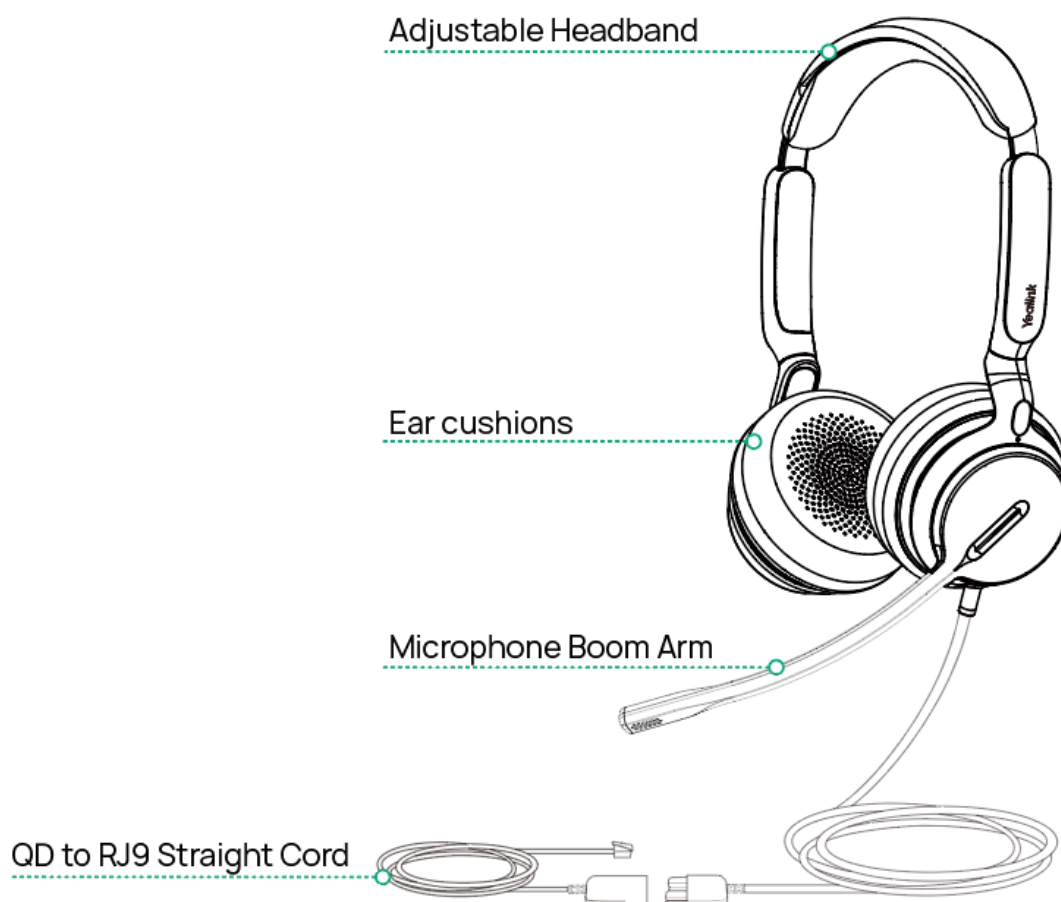


Quick Start Guide



We recommend using the included accessories; other accessories may have compatibility issues that prevent them from working properly.

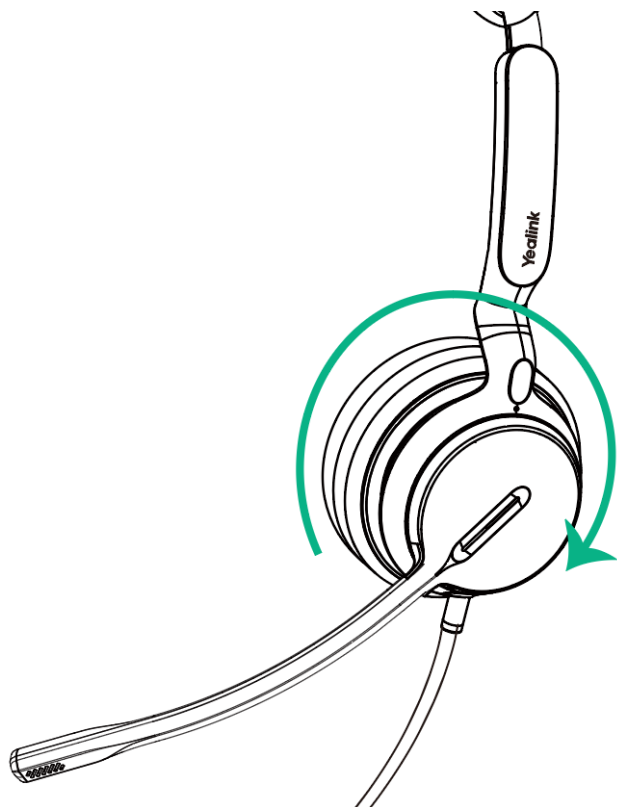
Overview



Fit

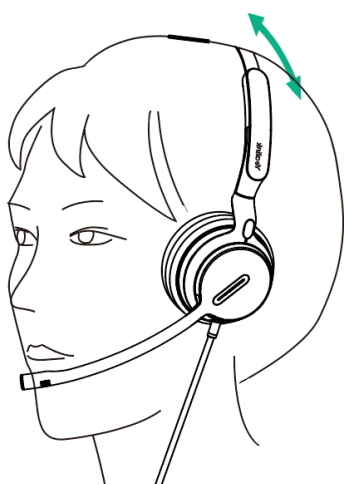
Left or Right Wearing Style

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



Adjust the Headband

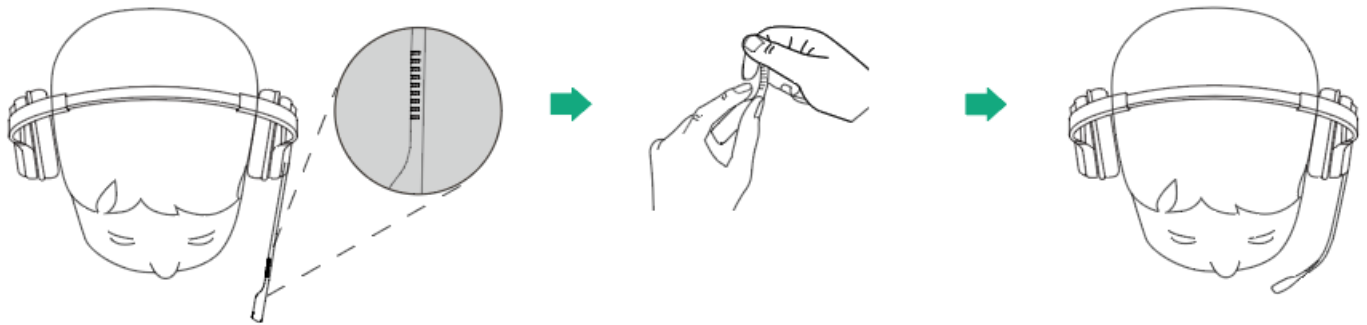
Adjust the headband to find the most comfortable fit.



Position the Microphone

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

The microphone is bendable for personal preference.

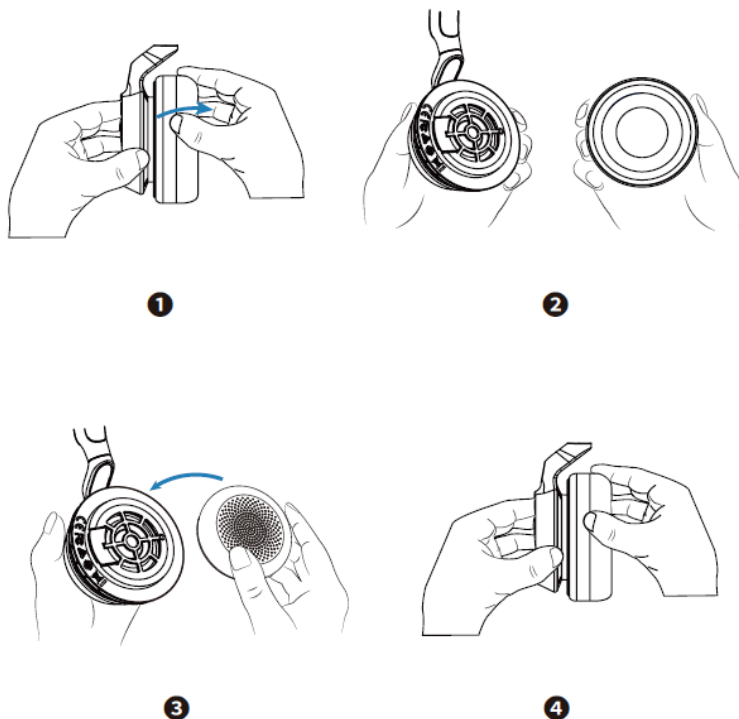


Store the Microphone

The microphone can be placed upright.



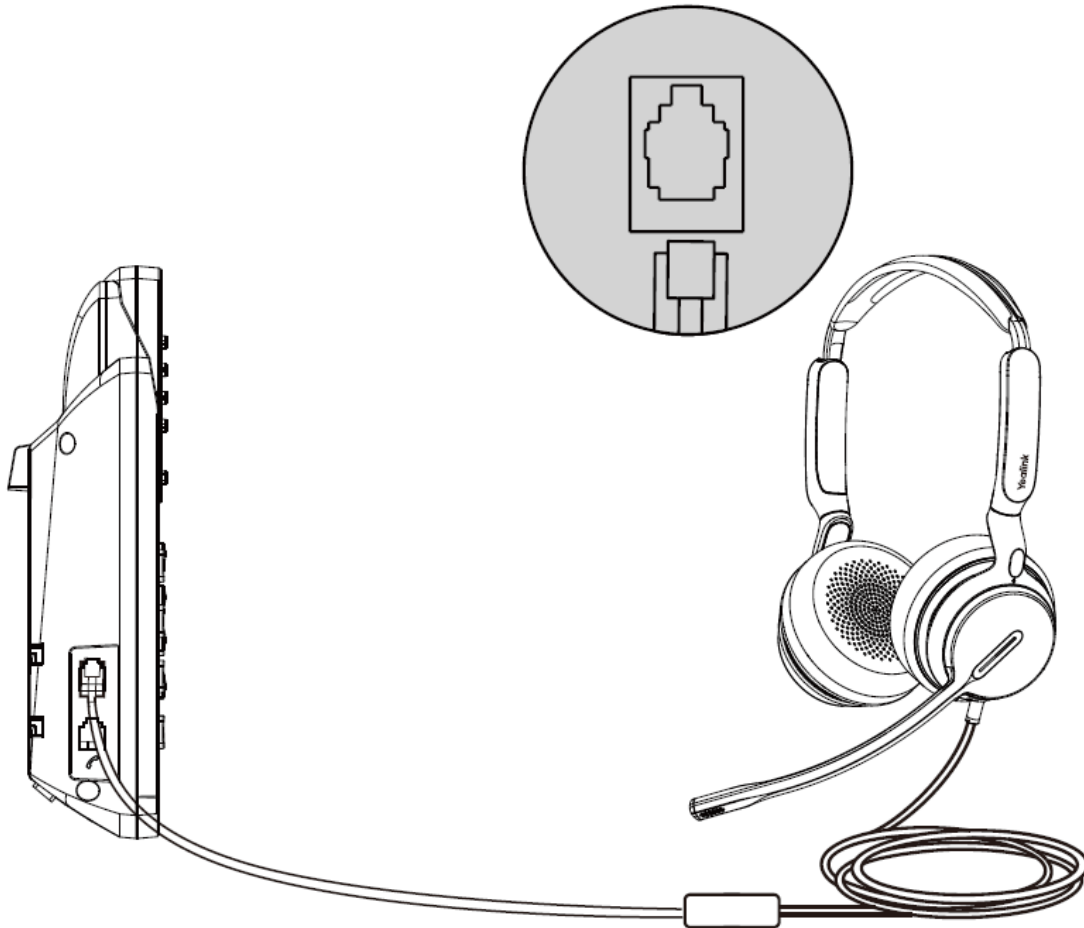
Replace Ear Cushions



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 an RMA Claim to Yealink.

Connection

Connect the YHS36 E2 headset to an RJ port on the Yealink IP phone.



Update Firmware

! 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.

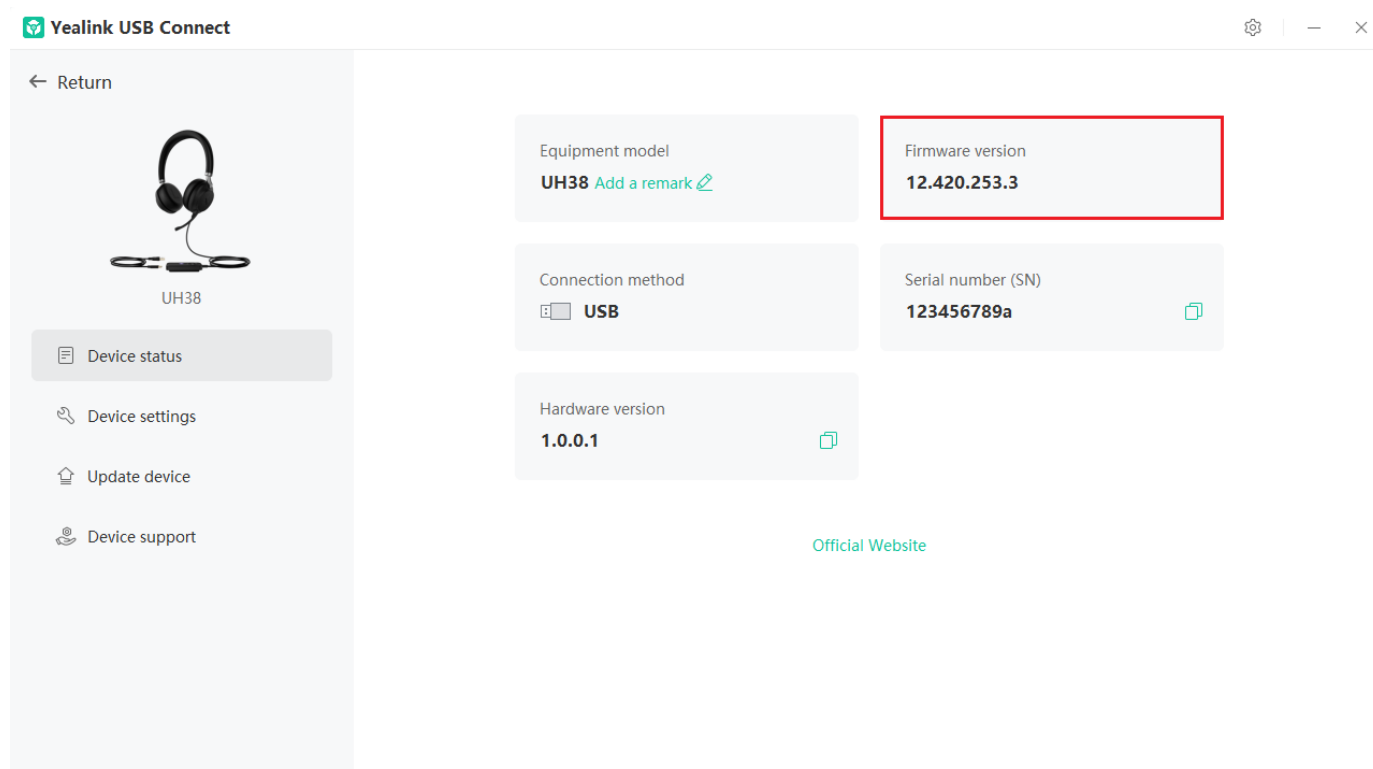
Check Firmware Version

Before You Begin

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

Procedure

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

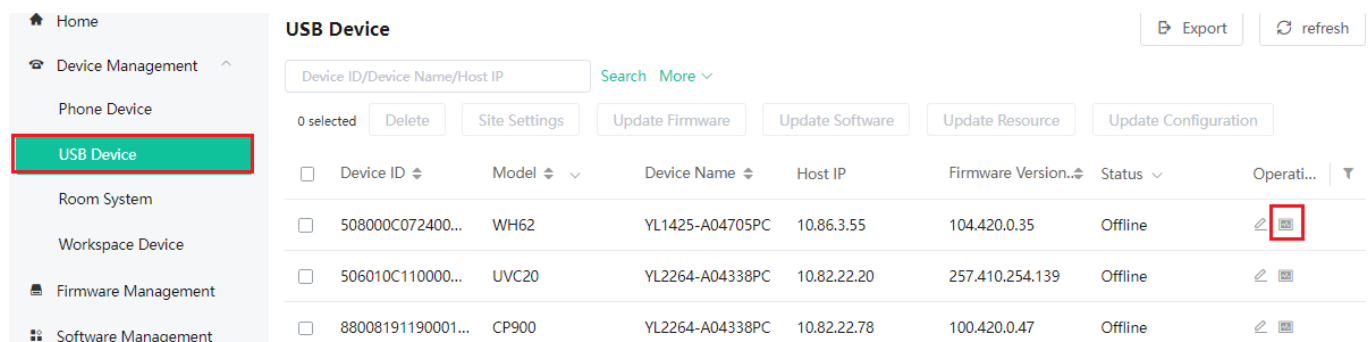


For more information on Yealink USB Connect, refer to the [Yealink USB Device Manager Client User Guide](#).

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 .



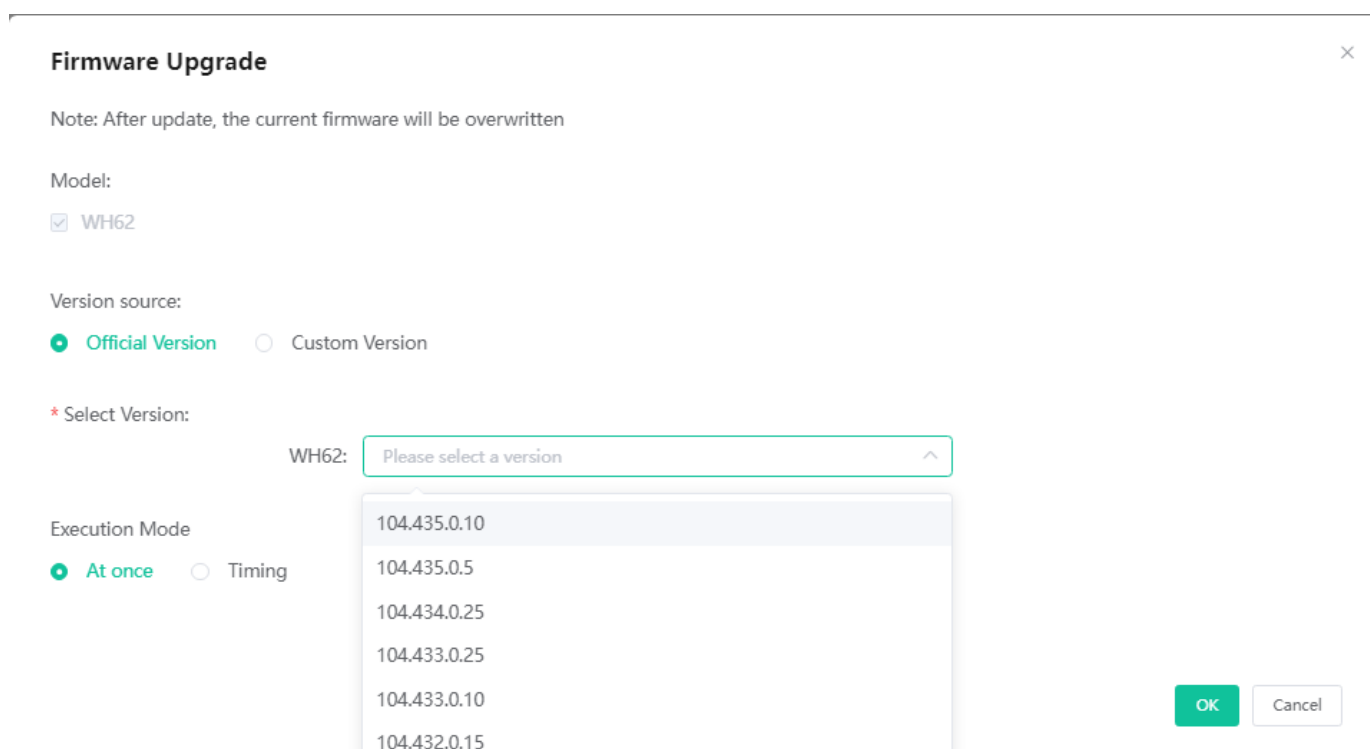
USB Device

Device ID/Device Name/Host IP Search More ▾

0 selected Delete Site Settings Update Firmware Update Software Update Resource Update Configuration

Device ID	Model	Device Name	Host IP	Firmware Version	Status	Operati...
508000C072400...	WH62	YL1425-A04705PC	10.86.3.55	104.420.0.35	Offline	 
506010C110000...	UVC20	YL2264-A04338PC	10.82.22.20	257.410.254.139	Offline	 
88008191190001...	CP900	YL2264-A04338PC	10.82.22.78	100.420.0.47	Offline	 

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



Firmware Upgrade

Note: After update, the current firmware will be overwritten

Model:

☒ WH62

Version source:

☒ Official Version ☐ Custom Version

* Select Version:

WH62: Please select a version

Execution Mode

☒ At once ☐ Timing

104.435.0.10

104.435.0.5

104.434.0.25

104.433.0.25

104.433.0.10

104.432.0.15

OK Cancel

4. Click **OK**.

Update via Yealink USB Connect

Before You Begin

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

Procedure

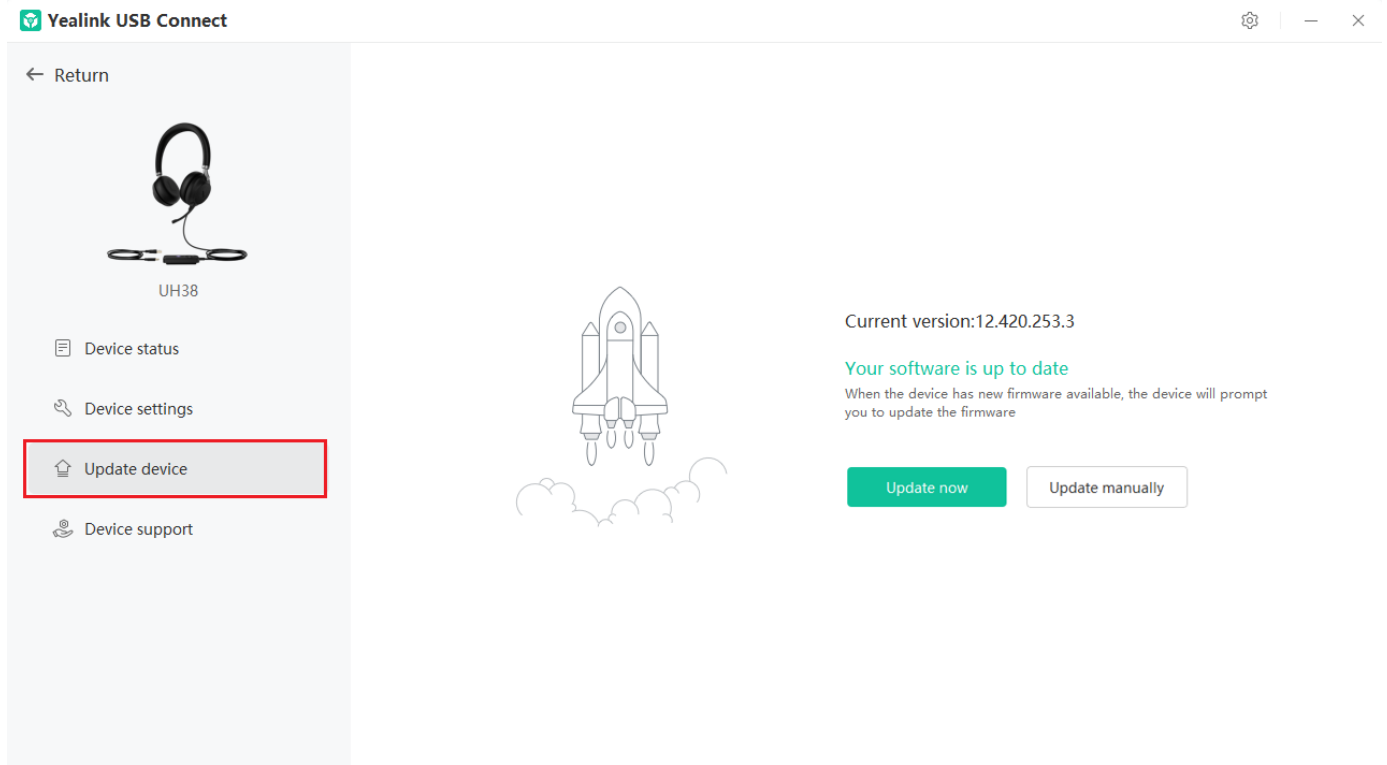
1. Connect the headset to the PC via the USB cable.
2. Run **Yealink USB Connect**.
3. Go to **Update device**.
4. Do one of the following:

- 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.

6. You need to download the firmware from the product documentation page first.

7. The following takes the UH38 headset for example:



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.

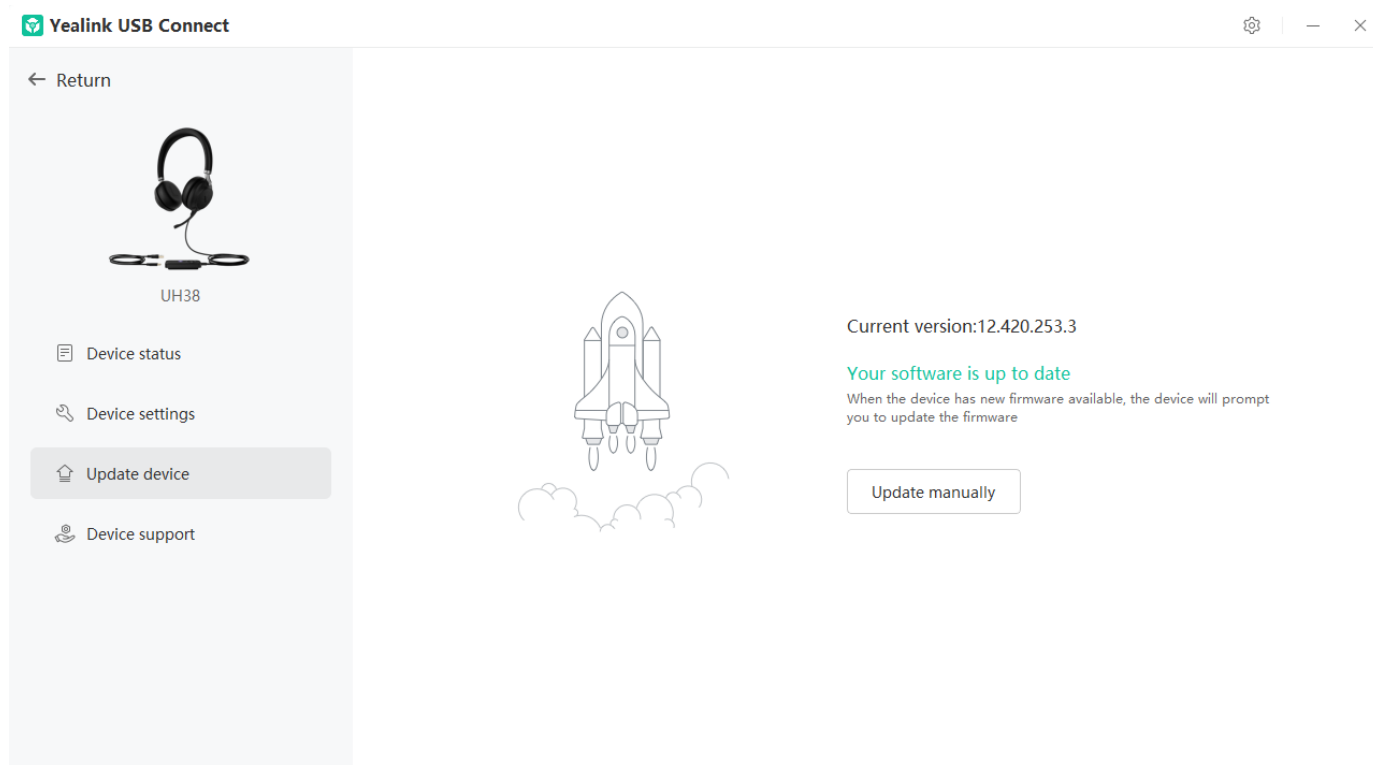
Bulk Update Headset

1. Connect more than two headsets to the PC.

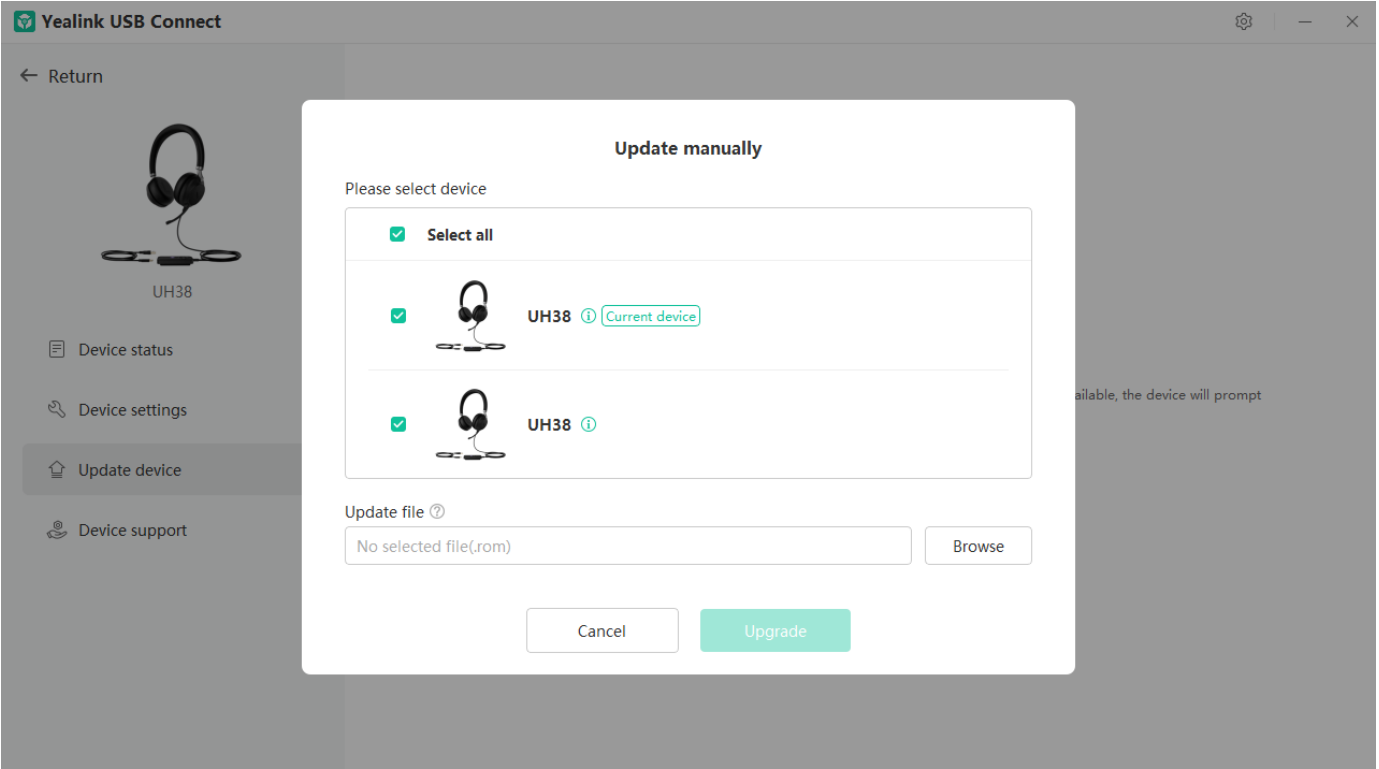
💡 If the PC does not have enough ports, you can use a USB extender to connect the headset to the PC.

2. Open the Yealink USB Connect software and select the desired device CARD.

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



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



Basic Settings

You can change the basic settings of the headset via the [Yealink USB Connect](#).

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

Function	Description
Local RingTone	Set whether to play local built-in ringtones. Default: Enable.
Speaker Volume	Set the local default volume.

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 to play a periodic audio reminder when the microphone is muted.  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 at 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 is enhanced. Default: Normal.
Platform	Change the platform between UC and Teams versions.

Factory Reset & Recovery Mode

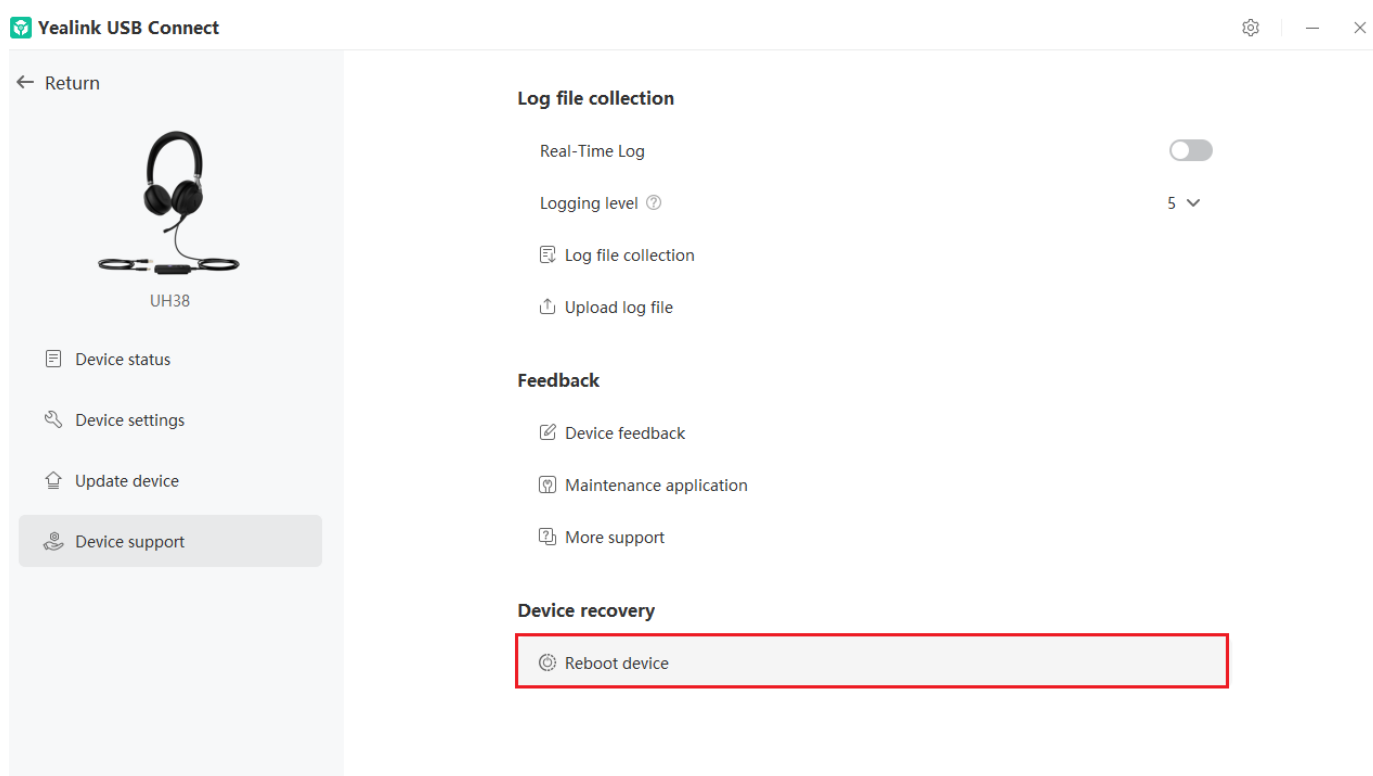
Factory Reset

Reset via Headset

Press and hold the **Teams/Voice Assist button** and **Mute button** for 6 seconds. You can hear the voice prompt "Power on".

Reset via Yealink Yealink USB Connect

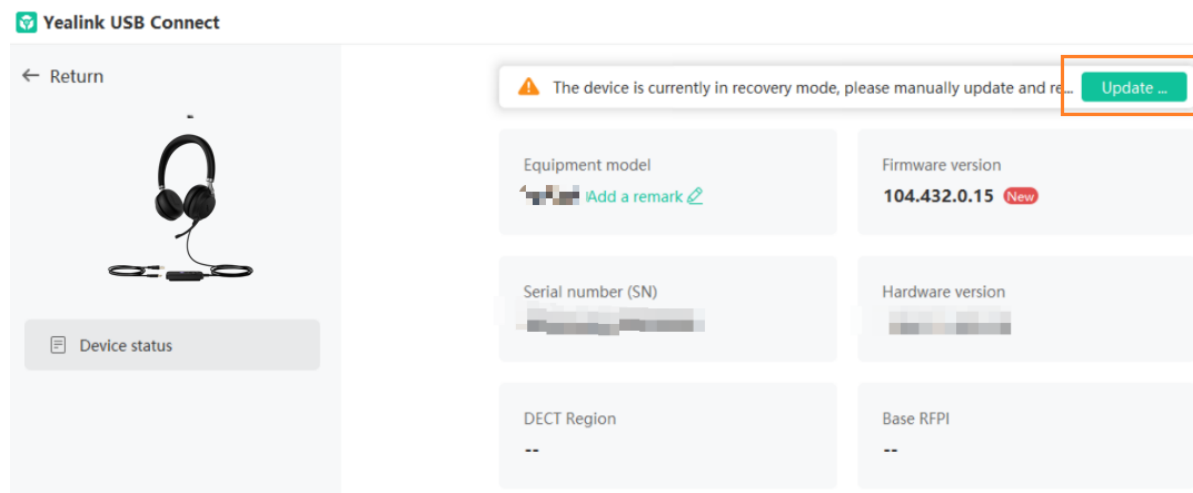
1. Open the Yealink USB Connect software and select the desired device CARD.
2. Go to **Device settings** > **Device support**.
3. Select **Restore Factory Settings**.



Recovery Mode

• UH38

- a. Connect the headset to your PC via USB
- b. Then press and hold the **Mobile** button for 1 minute
- c. Try several more times until the headset appears in the Yealink USB Connect software with a **warning icon**. [Download link: [Yealink USB Connect](#)]



d. Open the model card and manually update the firmware. (You can search for your headset's model on [Yealink Support](#), and download the latest firmware version).

>Note: Download the firmware to your PC without opening it. In YUC, navigate to **Update Device** to start the firmware installation.

- **UH34 / UH35 / UH36 / UH37/ UH42/ UH44/ UH46 /UH48:**

a. Disconnect the USB headset from the computer.

b. Reconnect the headset while **holding the following buttons:**

- **For UH34 / UH36:** Press and hold **Mute** and **Volume Down**, then reconnect the headset to the computer.

- **For UH35 / UH37:** Press and hold **Mute** and **Call Control**, then reconnect the headset to the computer.

- **For UH42/ UH44/ UH46/ UH48:** Press and hold **Mute** and **Volume Up**, then reconnect the headset to the computer.

c. Keep holding these buttons until the headset appears in the **Yealink USB Connect** software with a **warning icon**.

d. Open the model card and **manually update** the firmware.

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
Firefox	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.