

[Manuals.plus](#) /

› [Yealink](#) /

› Yealink WH62 Mono UC Headset User Manual

Yealink WH62 Mono UC

Yealink WH62 Mono UC Headset User Manual

MODEL: WH62 MONO UC

1. Introduction

This manual provides detailed instructions for the setup, operation, maintenance, and troubleshooting of your Yealink WH62 Mono UC Headset. The Yealink WH62 is a professional wireless headset designed for unified communication environments, offering clear audio and comfortable wearing for extended periods.

2. Package Contents

Please verify that all items are present in your package:

- Yealink WH62 Mono UC Headset
- WHB620 Charging Base
- USB Connection Cable

3. Product Overview

The Yealink WH62 Mono UC Headset consists of a monaural headset and a dedicated charging base, designed for seamless integration with various communication platforms.



Figure 3.1: Yealink WH62 Mono UC Headset on its charging base.



Figure 3.2: Side view of the headset on its charging base.

Key Features:

- **Monaural Design:** Allows awareness of surroundings while on calls.
- **Wireless Connectivity:** Provides freedom of movement.
- **Noise-Canceling Microphone:** Reduces background noise for clear voice transmission.
- **Comfortable Wearing:** Features soft leather ear cushions and a breathable design for extended use.
- **Adjustable Microphone:** The microphone boom is 330° adjustable for optimal positioning.
- **Replaceable Cushions:** Ear cushions are designed for easy replacement.

Broad Compatibility

- Teams version available for the unified Teams experience
- Connecting Yealink phones without EHS
- Supports USB connection for Plug-and-Play

UC or Teams edition

Broad Compatibility with mainstream UC Applications:

AVAYA broadsoft CounterPath COREDIAL

Google metaswitch Microsoft VONAGE

Figure 3.3: Illustration of the noise-canceling microphone's function.

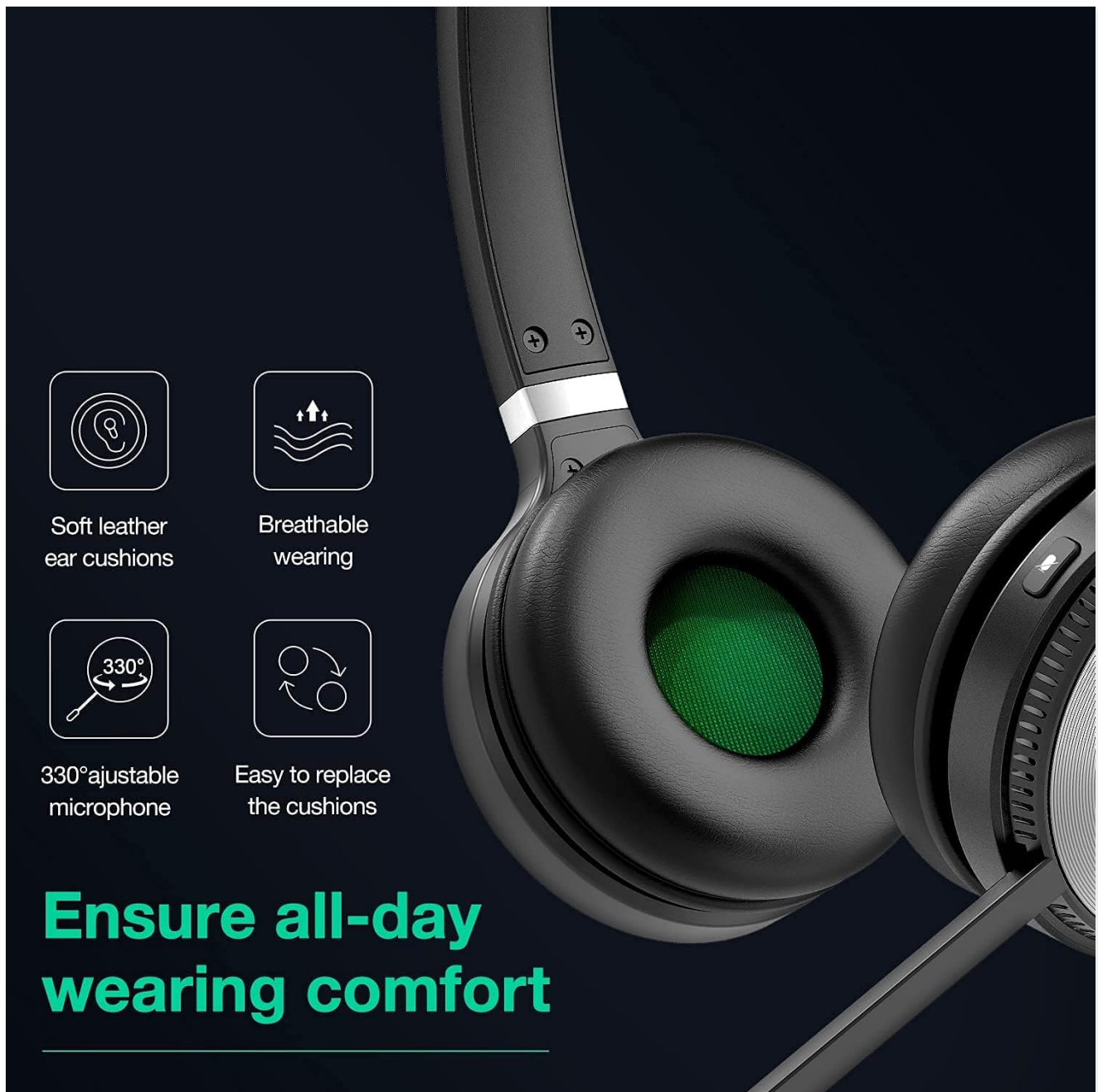


Figure 3.4: Headset features for all-day wearing comfort.

4. Setup

Follow these steps to set up your Yealink WH62 Mono UC Headset:

1. **Connect the Base:** Connect the charging base to your computer or IP phone using the provided USB cable. Ensure the connection is secure.
2. **Place Headset on Base:** Place the headset onto the charging cradle of the base. The headset will begin charging automatically.
3. **Power On:** The base will power on automatically when connected. The headset will power on when removed from the base after initial charge.
4. **Initial Pairing:** The headset and base are pre-paired from the factory. If re-pairing is needed, refer to the troubleshooting section or the full user guide available on the Yealink support website.

Deliver HD Voice with Noise-canceling Microphones



Figure 4.1: Headset base showing connection points and controls.

5. Operation

The Yealink WH62 Mono UC Headset provides intuitive controls for managing your calls and audio.

Call Control:

- **Answer/End Call:** Press the call control button on the headset or the corresponding button on the base.
- **Mute/Unmute:** Flip the microphone boom up to mute and down to unmute, or press the mute button on the headset/base.
- **Volume Adjustment:** Use the volume up/down buttons on the headset.

UC Platform Integration:

The headset is optimized for various Unified Communications platforms, including Microsoft Teams, Zoom, RingCentral, 8x8, and Vonage. For a unified experience, ensure your UC application is updated to the latest version.

Compatibility List for Yealink IP Phone

USB (phone port)	T4XS / T4XU / T53 / T5XW / T58A (v85+)
Video phone	VP59 (v85 +)
Connect through EHS35	T30 / T30P / T31 / T31P / T31G / T33P / T33G
SFB phone	T48S / T56A / T55A / T58A / MP54 / MP56 / MP58 (v9)
Teams phone	T58A / T55A / VP59 / MP54 / MP56 / MP58 (v15)

COMPATIBLE TYPE

- ① Enhanced function - support from v85
- ② Headset management function - support from v86
- ③ Basic function - support from V82/V83/V84/Teams V21



Figure 5.1: Broad compatibility with mainstream UC applications.

6. Compatibility

The Yealink WH62 Mono UC Headset is designed for broad compatibility with various devices and platforms:

- **Compatible Devices:** Deskphones, PCs, IP phones.
- **UC Platforms:** Teams, Zoom, RingCentral, 8x8, Vonage, Avaya, Broadsoft, CounterPath, CoreDial, Google, Metaswitch, Microsoft.

Yealink IP Phone Compatibility:

Specific Yealink IP phone models are compatible with the WH62 headset, with varying levels of functionality depending on the phone's firmware version.

Compatibility List for Yealink IP Phone

USB (phone port)	T4XS / T4XU / T53 / T5XW / T58A (v85+)
Video phone	VP59 (v85 +)
Connect through EHS35	T30 / T30P / T31 / T31P / T31G / T33P / T33G
SFB phone	T48S / T56A / T55A / T58A / MP54 / MP56 / MP58 (v9)
Teams phone	T58A / T55A / VP59 / MP54 / MP56 / MP58 (v15)

COMPATIBLE TYPE

- ① Enhanced function - support from v85
- ② Headset management function - support from v86
- ③ Basic function - support from V82/V83/V84/Teams V21



Figure 6.1: Compatibility list for Yealink IP Phones.

7. Maintenance

Proper maintenance ensures the longevity and optimal performance of your headset.

Cleaning:

- Wipe the headset and base with a soft, dry, lint-free cloth.
- Do not use harsh chemicals, cleaning solvents, or strong detergents.
- Avoid getting moisture into any openings.

Storage:

- Store the headset on its charging base when not in use to ensure it is always charged.
- Keep the device in a cool, dry place, away from extreme temperatures and direct sunlight.

8. Troubleshooting

If you encounter issues with your Yealink WH62 Mono UC Headset, refer to the common problems and solutions below:

Problem	Possible Cause	Solution
No audio from headset	Headset not powered on or not connected to base. Volume too low.	Ensure headset is charged and placed correctly on base. Increase headset volume. Check PC/phone audio settings.
Microphone not working	Microphone muted. Microphone boom not positioned correctly.	Unmute the microphone. Adjust the microphone boom closer to your mouth. Check UC application microphone settings.

Problem	Possible Cause	Solution
Cannot connect to PC/phone	USB cable loose or faulty. Driver issues.	Ensure USB cable is securely connected. Try a different USB port. Reinstall headset drivers if necessary.
Poor sound quality	Interference. Low battery.	Move closer to the base. Ensure no other wireless devices are causing interference. Recharge the headset.
Headset not charging	Headset not properly seated on base. Base not powered.	Ensure headset is correctly aligned on the charging pins. Verify the base is connected to a power source.

For more detailed troubleshooting or advanced issues, please visit the official Yealink support website.

9. Specifications

Below are the technical specifications for the Yealink WH62 Mono UC Headset:

Feature	Detail
Model Name	Yealink WH62 Mono UC
Connectivity Technology	Wireless
Wireless Communication Technology	Bluetooth
Headphones Jack	USB
Control Type	Media Control, Touch
Battery Life	14 Hours
Audio Driver Type	Dynamic Driver
Frequency Range	Approximately 20 Hz - 20,000 Hz
Noise Control	Active Noise Cancellation
Ear Placement	Over Ear
Form Factor	Over Ear
Material	Plastic (Headset), Nylon or leather (Carrying Case)
Color	Black
Item Weight	1 pounds (16 ounces)
Product Dimensions	11 x 9 x 5 inches
Manufacturer	Yealink
Item Model Number	1308005
UPC	841885105059, 841885105769

10. Warranty and Support

For information regarding product warranty, please refer to the warranty card included with your purchase or visit the official Yealink website. Yealink provides comprehensive support for its products.

For technical assistance, FAQs, and additional resources, please visit the [Yealink Store on Amazon](#) or the official Yealink support portal.