Package Contents

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

UH42



Headset



QSG

UH42 SE



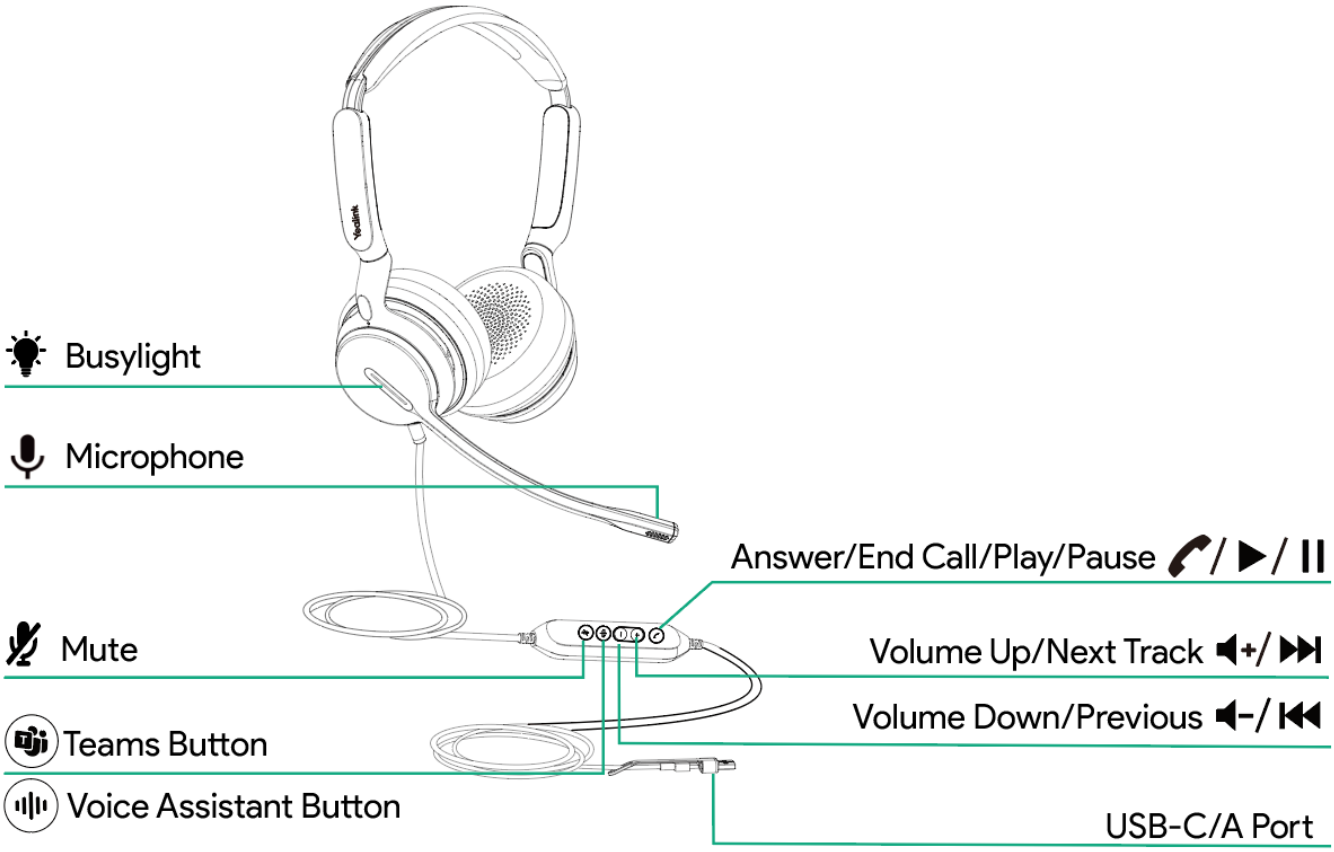
Headset



QSG

We recommend that you use the included accessories, and other accessories may have compatibility issues that prevent them from working properly.

Overview



Item	Action & Function
Busylight LED Indicator	• Flash red: Incoming Call • Solid red: Talking • Flash purple: Connecting to Teams • Solid purple: Connected to Teams successfully
Answer/End Call/Play/ Pause Button	• Press to answer, reject, or end a call. • Press to play or pause the music.
Mute Button	Press to mute or unmute the microphone.
(Teams Edition) Teams Button	• Press and hold for 2 seconds to activate Cortana integrated in Teams (this requires Microsoft's support). • Press to invoke the Teams client
(UC Edition) Voice Assistant Button	Press and hold for 2 seconds to activate the voice assistant.
Volume Up/Next Track	Press to turn up the volume.

Button	
Volume Down/Previous Button	Press to turn down the volume.
USB-C/A Port	• USB-A port • USB-C port • USB-C to A port Different SKUs have different ports. Please check the corresponding port according to the specific SKU.

Take UH42 as an example.

LED Indicator Status



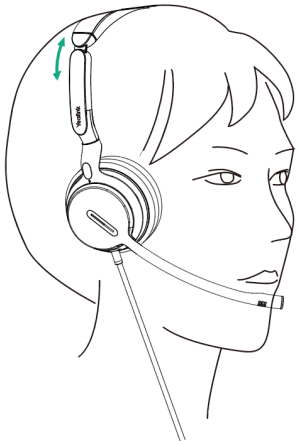
LED Indicator	Description
Flash red	Receive an incoming call
Solid red	During a call/hold call /redial
Flash purple	Connecting to Teams
Solid purple	Connected to Teams successfully
Off	Teams disconnected

Fit

Take UH44 as example.

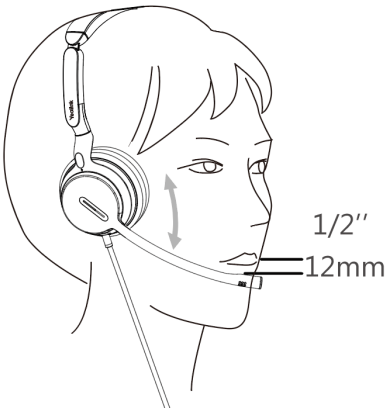
Adjust the Headband

Adjust the headband to find the most comfortable fit.

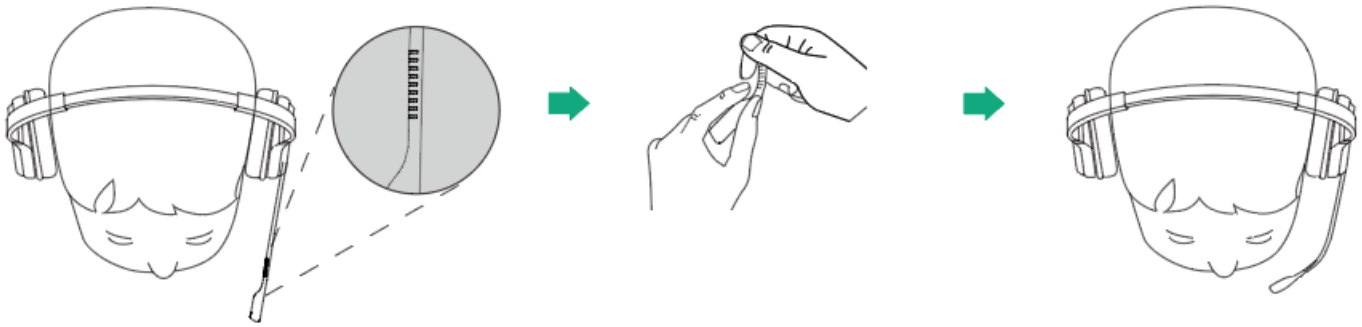


Position the Microphone

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



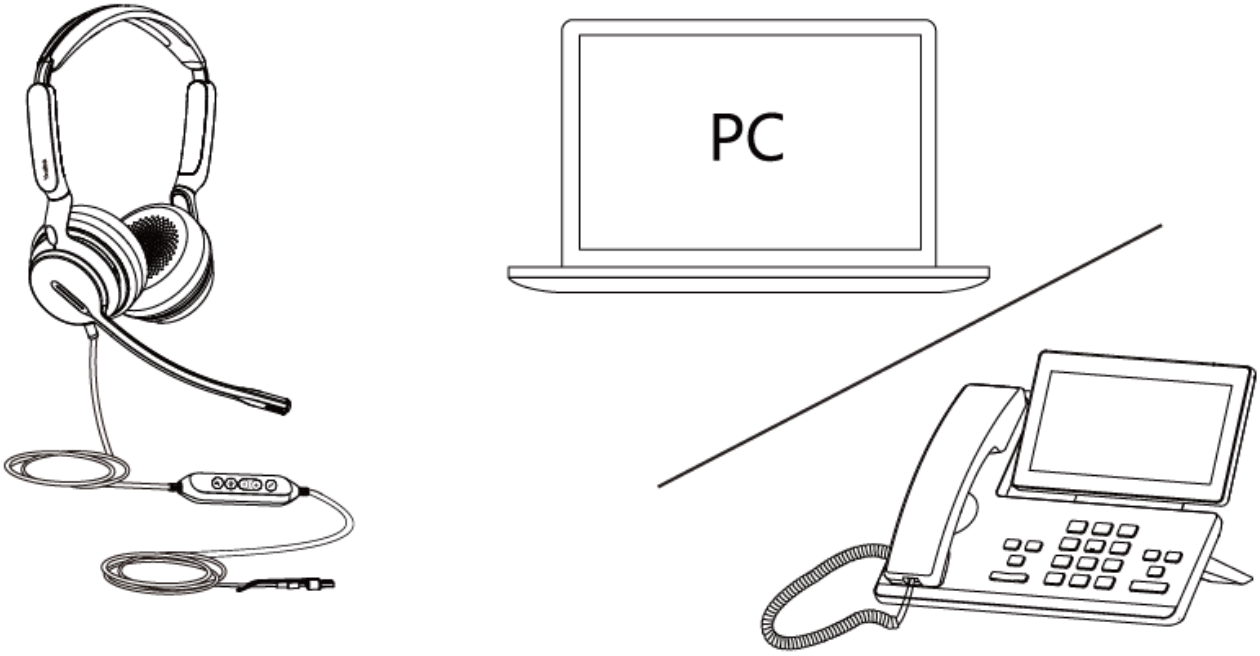
The microphone is bendable for personal preference.



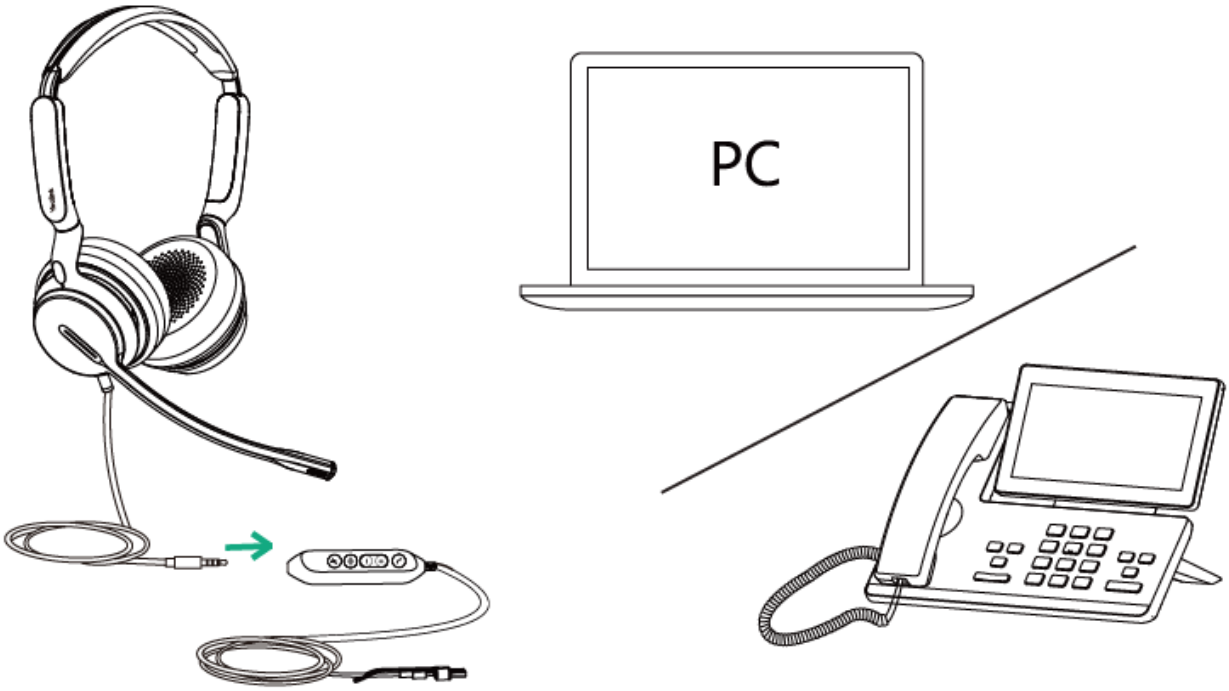
Connection

Plug the headset into either a USB-A/USB-C port on your computer, depending on the USB variant of the headset.

UH42



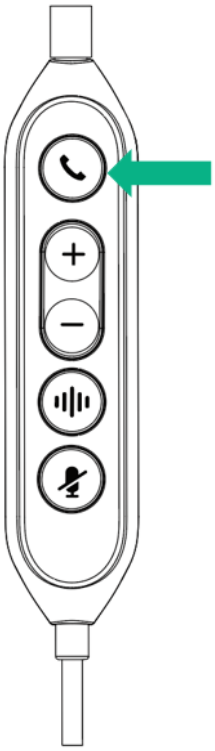
UH42 SE



Call Control

Basic Usage

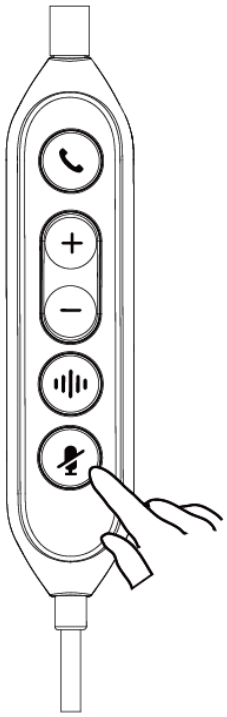
You can do the following to control UH42/UH42 SE headset calling.



Function	Action
Press once	• Answer call • End call • Accept the incoming call and end the active call
Double-press	• Redial • Reject the incoming call and continue the active call
Hold for 2 sec	• Hold/Unhold call • Put the current call on hold and answer an incoming call • Switch between held call and active call

Mute Microphone

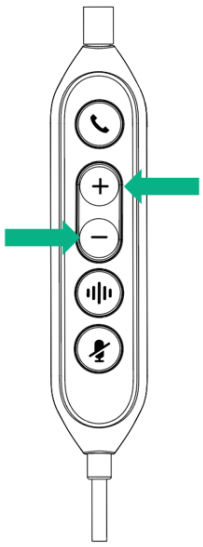
Press the mute button directly.



Enable the **Mute detection** feature: it will prompt "Muted" when you are speaking into the muted microphone. Otherwise, it will not prompt.

Adjust Volume

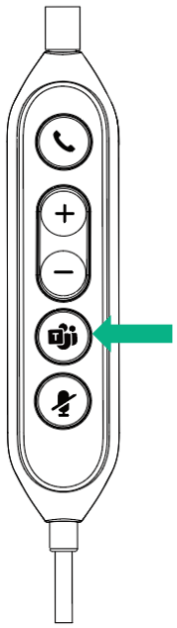
You can do the following to adjust the UH42/UH42 SE headset volume.



Press and hold the **Volume Up**/**Volume Down** button to increase/decrease the volume.

Voice Assistant

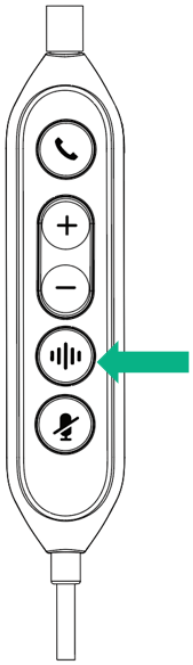
Teams Version



- Invoke the Teams client (Teams version): Press the **Teams** button.
- To activate Cortana integrated in Teams (Teams version), press the **Teams** button for 2 seconds.

> It requires Microsoft's support.

UC Version



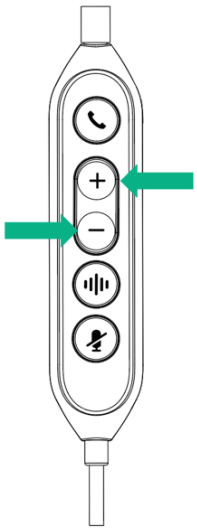
Activate voice assistant (UC version): Press and hold the **Voice Assistant** button for 2 seconds.

Enable Busylight Indicator

Enable Busylight Indicator

You can do the following to enable the UH42/UH42 SE Busylight indicator when the headset is idle.

Press the **Volume Up**/**Volume Down** button when not in a call.

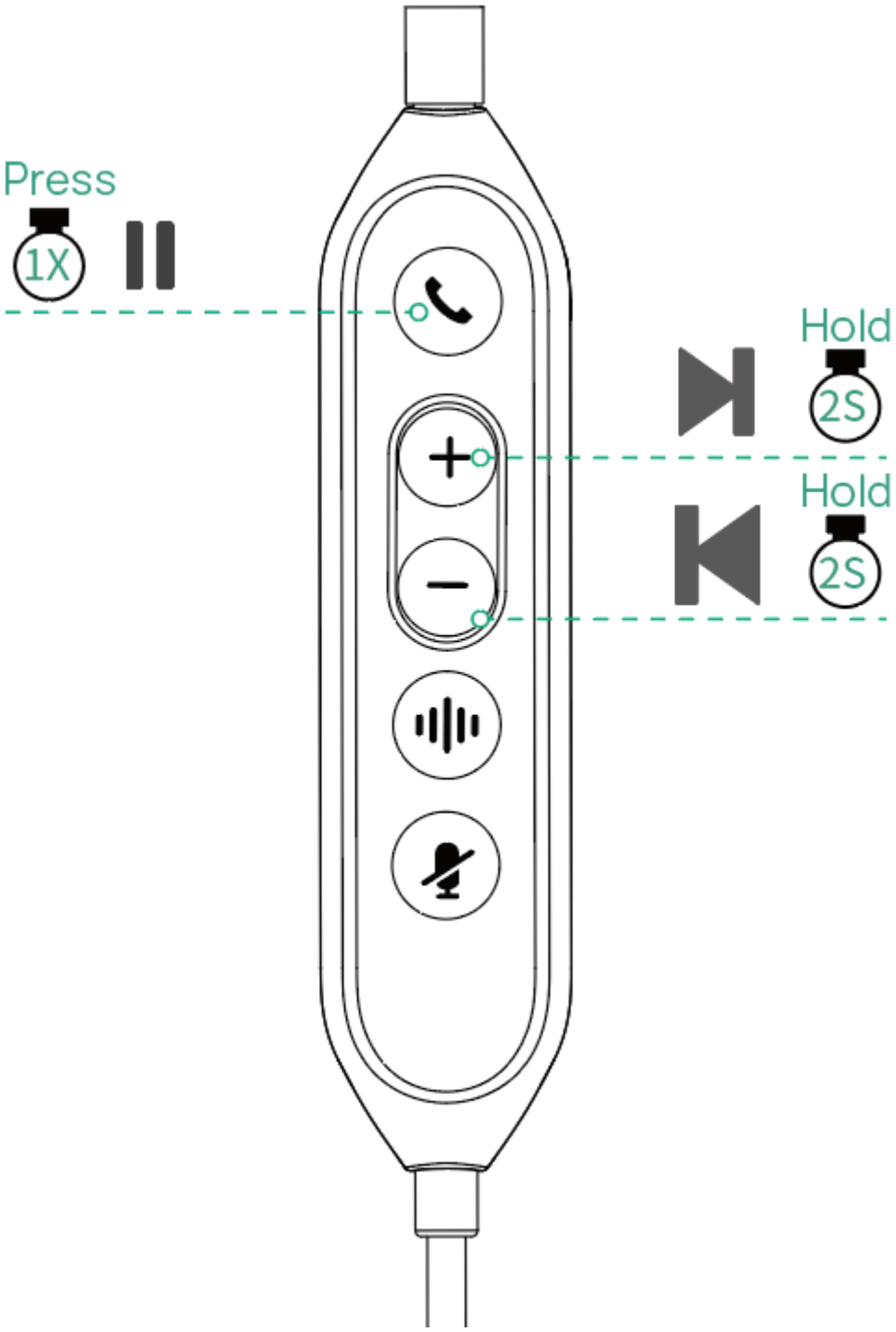


FAQ

What is Busylight?

Busylight is a busy light; the busylight red light is always on during a call to keep you from being interrupted by others.

Media Control



Basic Settings

You can change the basic settings of the headset via the Yealink USB Connect.

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

Function	Description
Bluetooth	Enable or disable Bluetooth. It is only applicable to UH38.
Local RingTone	Set whether to play local built-in ringtones. **Default**: Enable.
Speaker Volume	Set the local default volume.

Advanced Settings

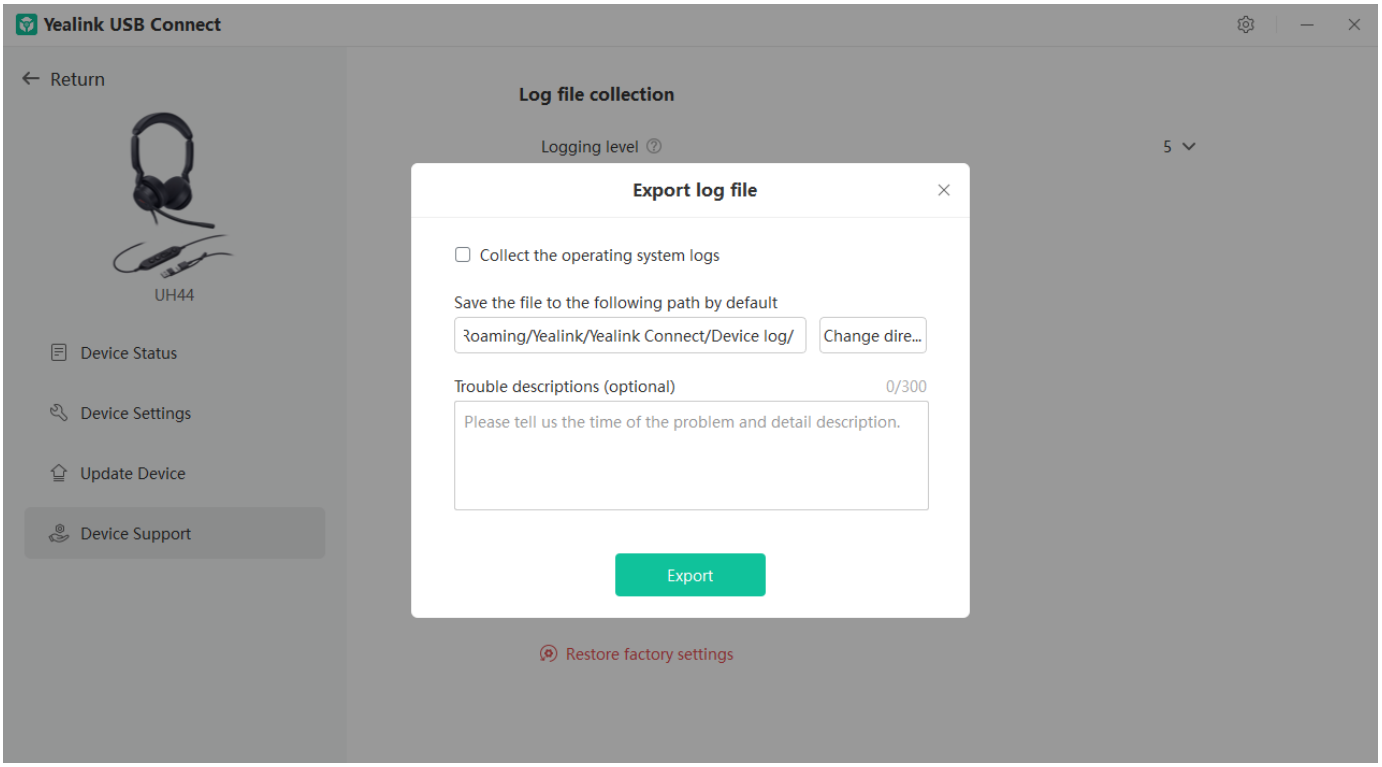
You can change the basic settings of the headset via the Yealink USB Connect.

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.
Second Device Audio	Hear the audio (tone & music) from the other connected device while streaming audio. It is only applicable to UH38.

Export Log Files

1. Open the Yealink USB Device Management software.
2. Find and choose the headset card.
3. Reproduce the problem you met and note when the problem occurred.
4. Go to **Device Support** > **Log file collection**.
5. Click **Log file collection**, enable **Collect the operating system logs**, and export the log files. The exported files will be in .zip or .tar format.



Factory Reset & Recovery Mode

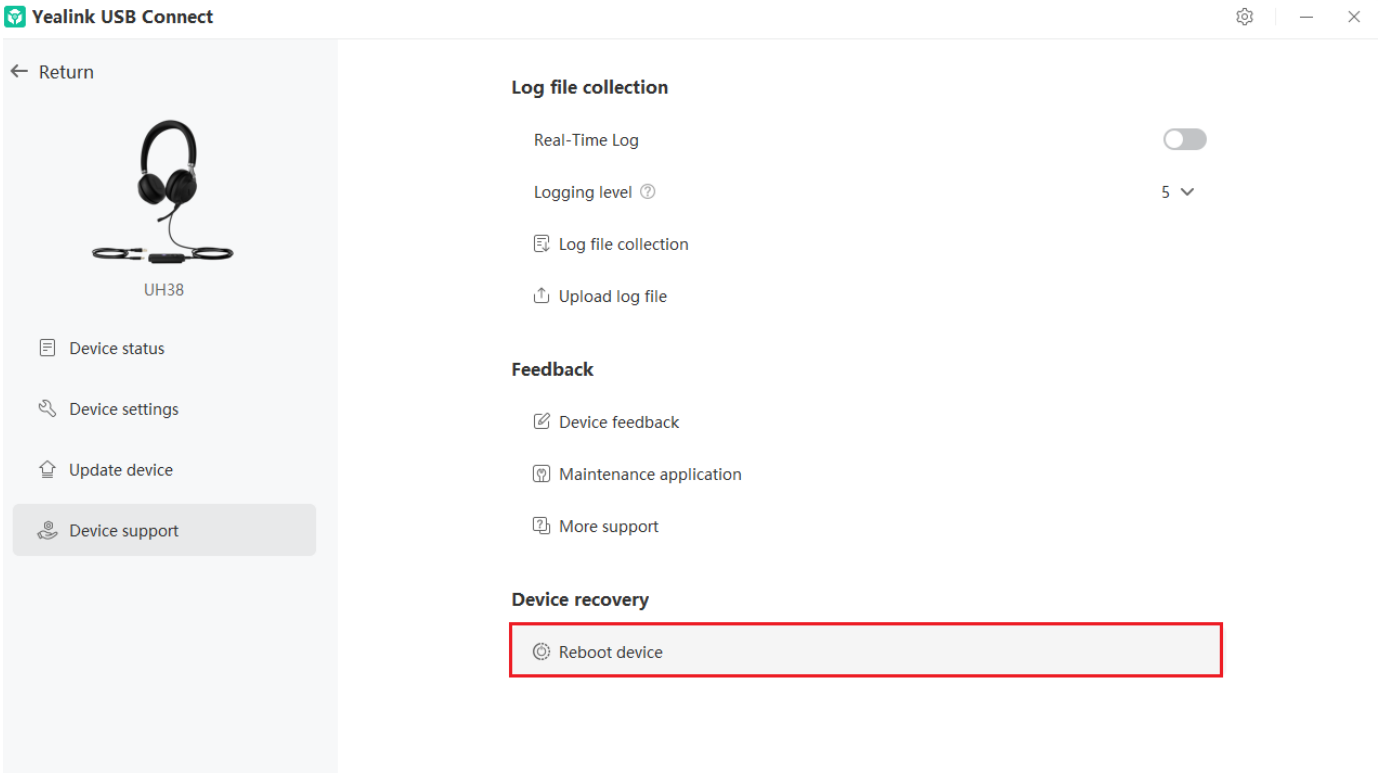
Factory Reset

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**.



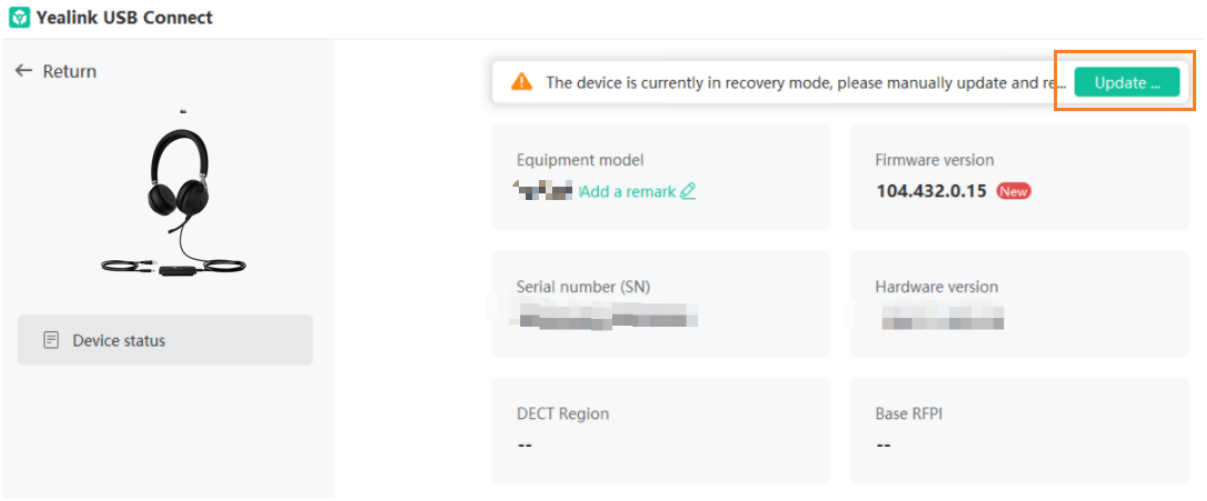
Recovery Mode

- **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
Firebox	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.

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.

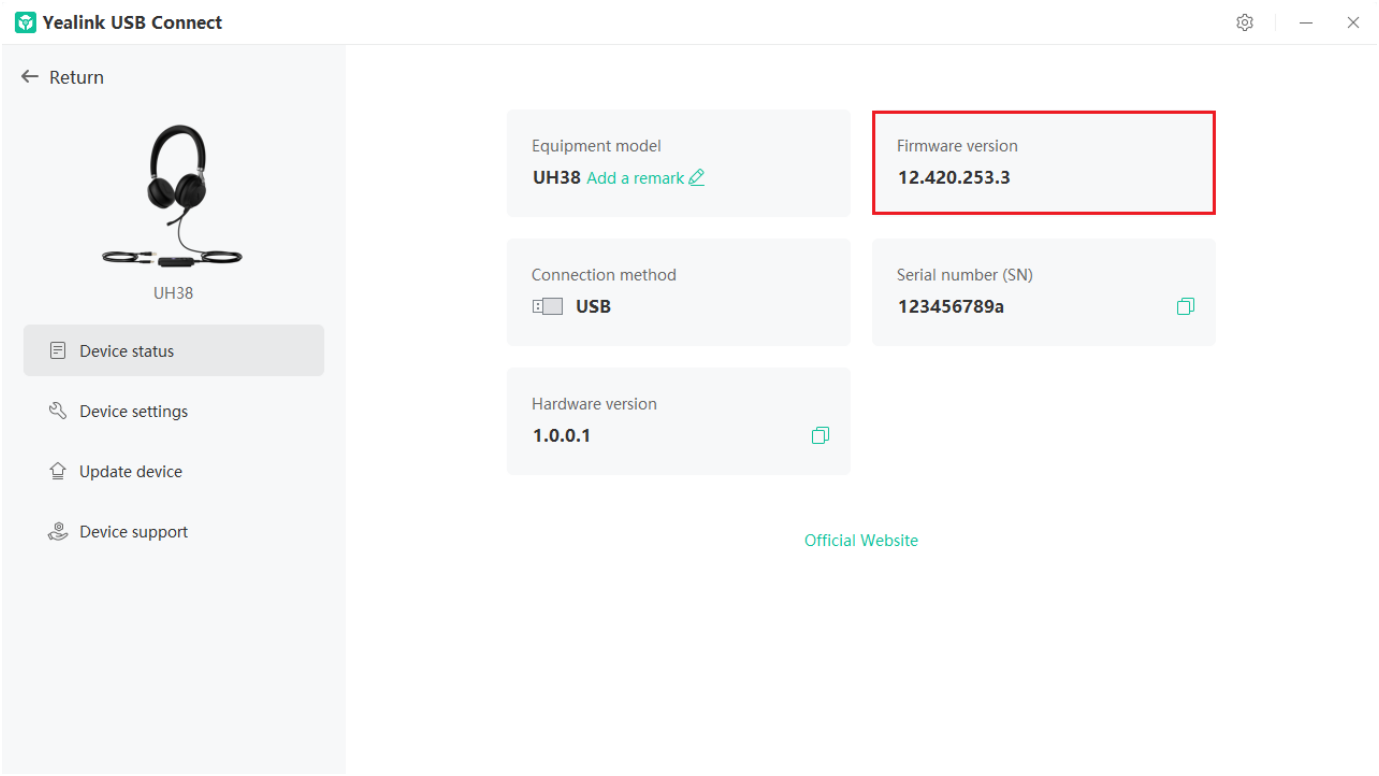
Check Firmware Version

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.

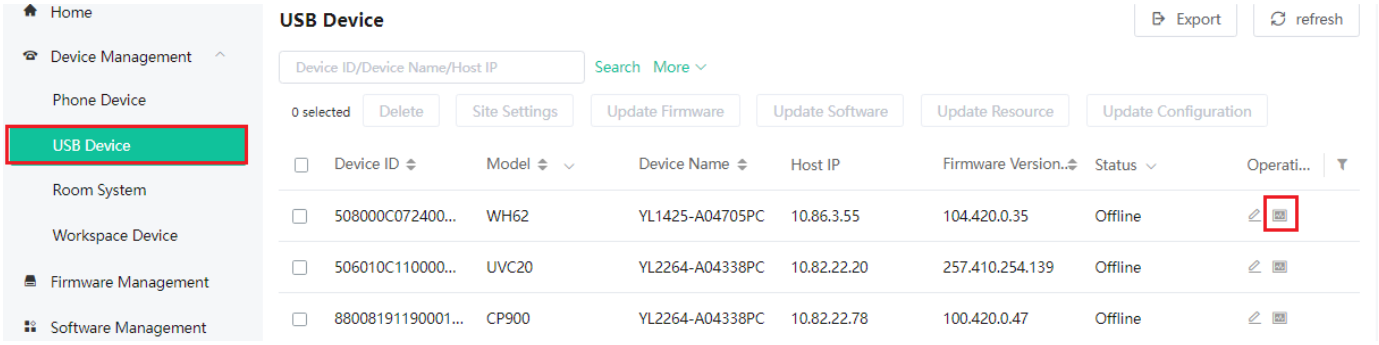


For more information on Yealink USB Connect, refer to the Yealink USB Device Manager Client User Guide.

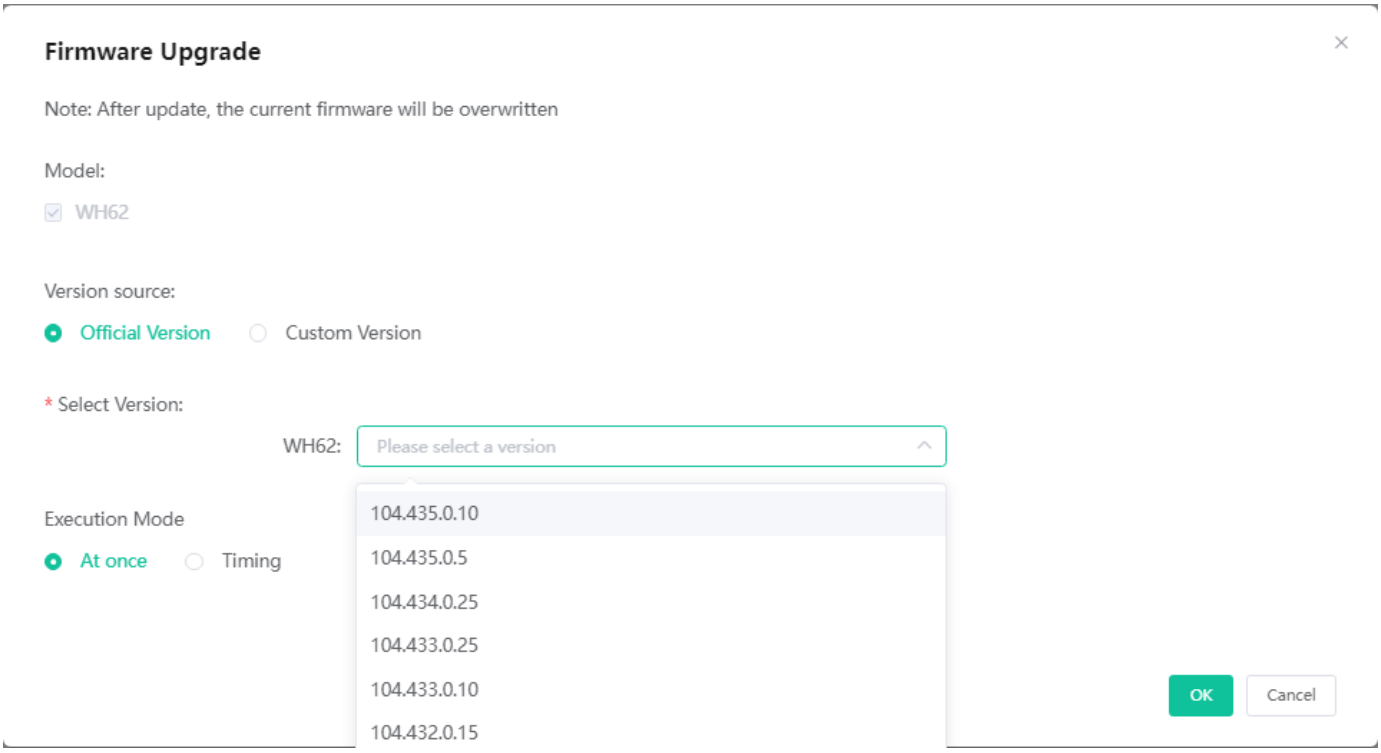
Update via YMCS/YDMP

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 .



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



4. Click **OK**.

Update via Yealink USB Connect

Before You Begin

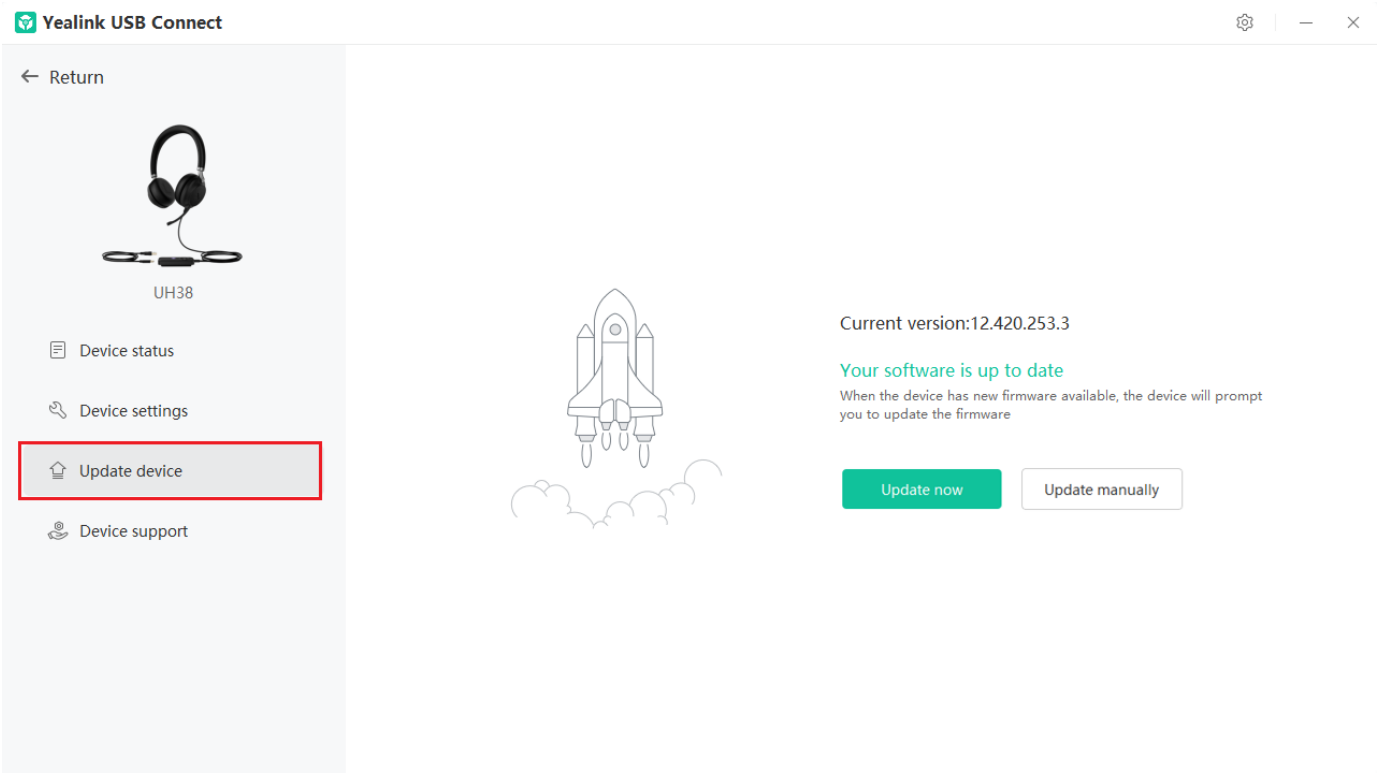
We recommend you upgrade Yealink USB Connect to the latest version.

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.

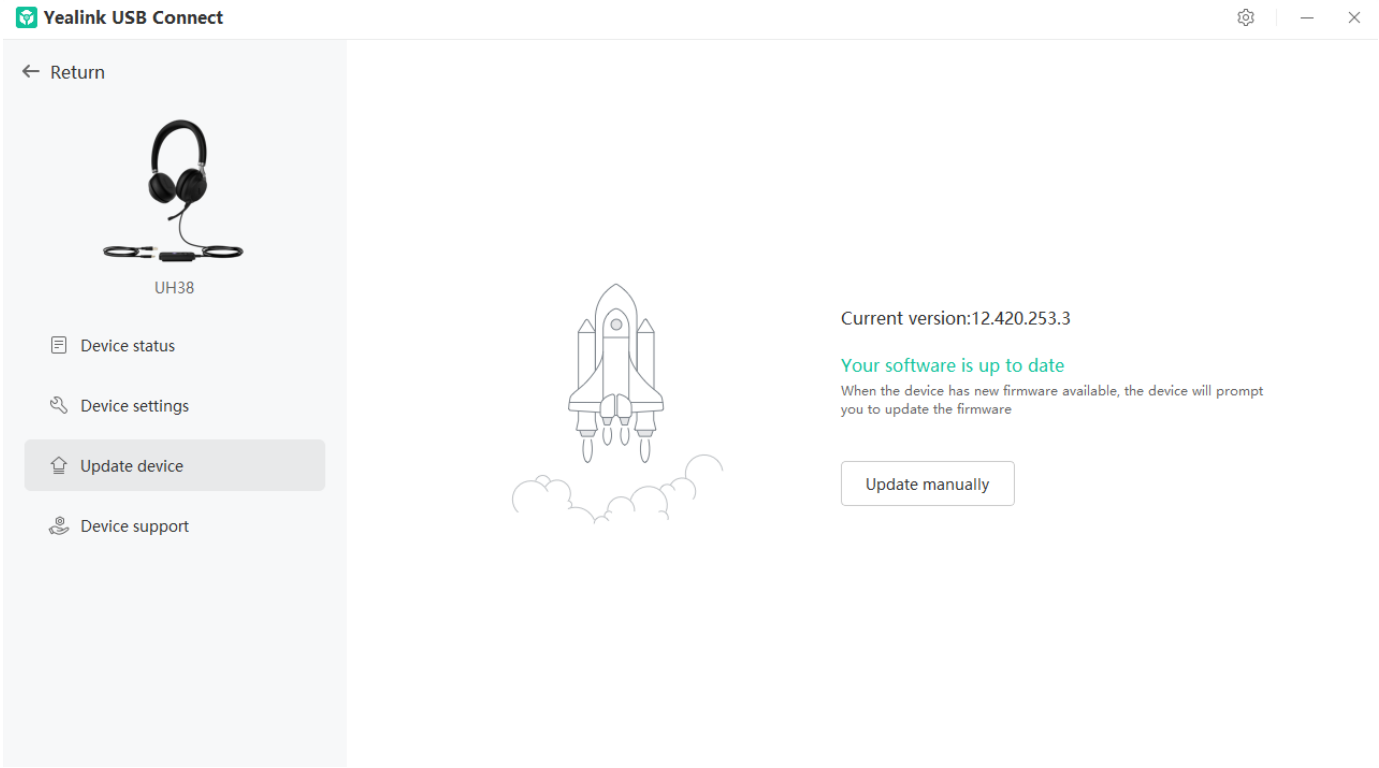
Bulk Update Headset

1. Connect more than two headsets to the PC.

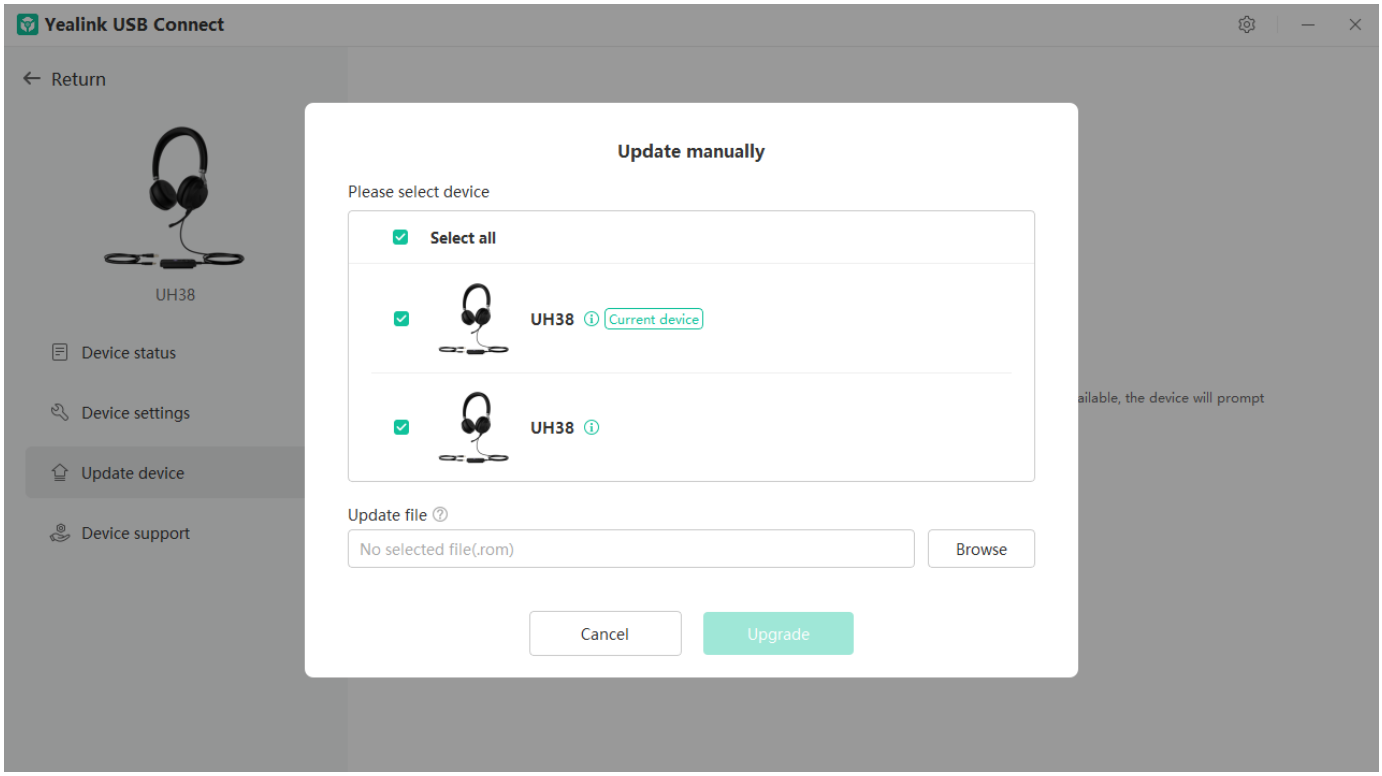
> If the PC does not have enough ports, you can use a USB extender to connect the headset to the PC.

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.


Yealink USB Connect
Return
UH38
Device status
Device settings
Update device
Device support
Update manually
Please select device
Select all
UH38
Current device
UH38
ailable, the device will prompt
Update file
No selected file(.rom)
Browse
Cancel
Upgrade