Yealink



UH38 Wired Headset

User Guide

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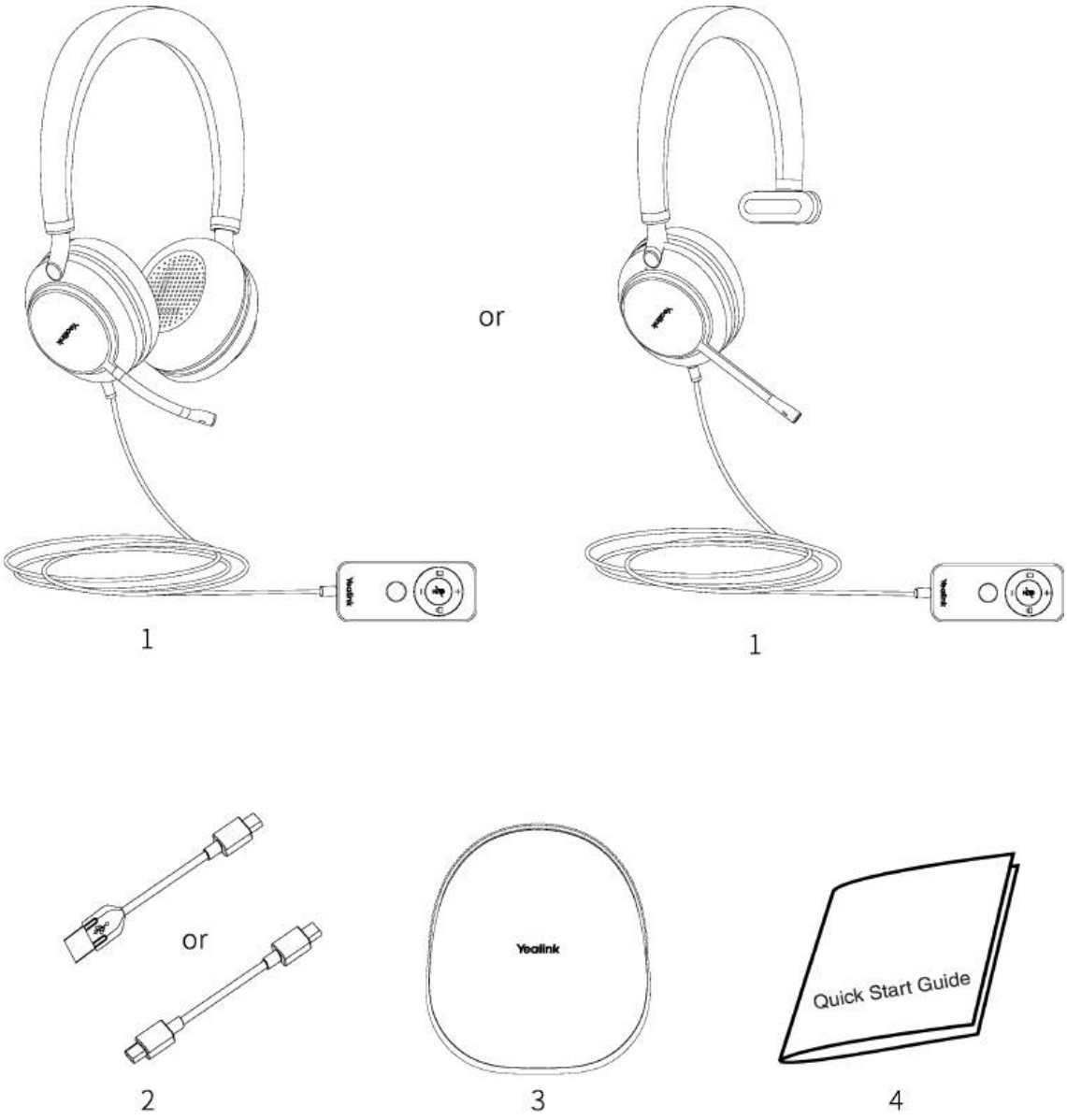
About This Guide

This guide contains instructions for connecting and using your UH38 headset.

Hardware Overview

- Package List
- Headset Buttons
- Busylight Indicator
- Mobile/PC Button Indicator
- Teams/Voice Assistant Indicator

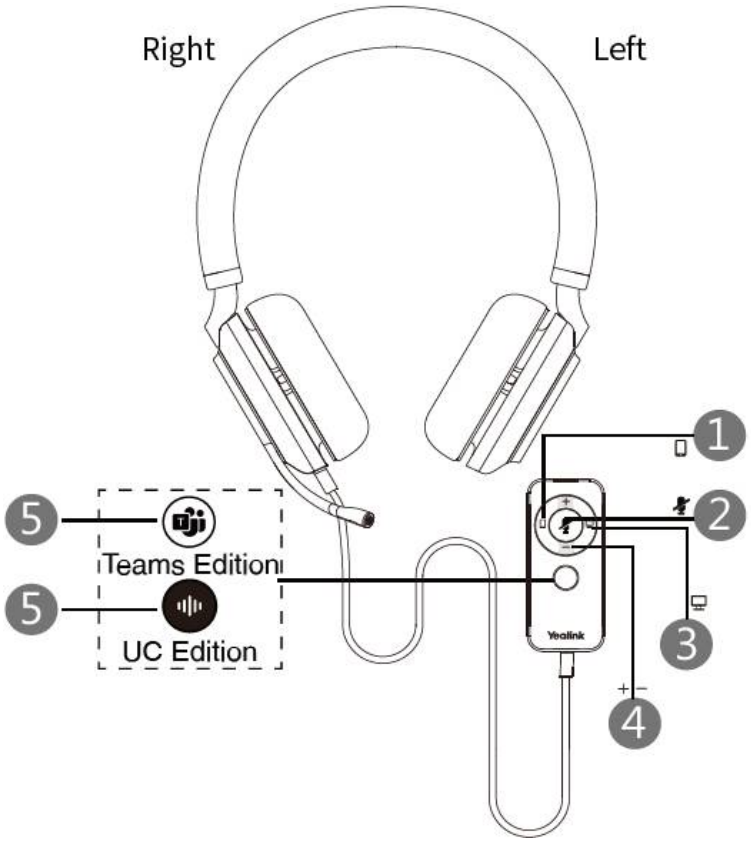
Package List



1. UH38 dual headset (with built-in battery)/mono headset (without built-in battery)
2. USB 2.0 Cable (USB-A to USB-C/USB-C to USB-C, line length 1.2 meters)
3. Carrying Case
4. Quick Start Guide

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

Headset Buttons



No.	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 (the button flashes red and blue). Then, you can search and connect Yealink UH38 on the mobile phone. • Hold for 5 seconds to disable Bluetooth. • Control button of Bluetooth device call: press to answer, reject, or end a mobile call.
2	Mute/Unmute Button	Press to mute or unmute the microphone.
3	PC Talk Button	Control calls from devices connected to the headset via a USB cable: press to answer, reject, or end a PC/desk phone call.
4	Volume up Button Volume down Button	Press to turn up/turn down volume.
5	(Teams Edition) Teams Button	• Hold for 2 seconds to activate Cortana integrated in Teams (this requires Microsoft's support). • Press to invoke the Teams client.

No.	Button	Description
	(UC Edition) Voice Assistant Button	Hold for 2 seconds to activate the voice assistant.

Note: Before using the Teams feature, you should install the Microsoft Teams client on your PC. For more information on LED indicator status, please refer to the user guide.

Busylight Indicator

Introduction of the busylight indicator on both sides of the headset:

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

Mobile/PC Button Indicator

Mobile Button Indicator

Indicator	Description
The green light is on for 2 seconds, and then the light goes out	Enable Bluetooth
The red and blue lights flash alternately for 500 ms/time	Bluetooth enters the pairing state
The red light is on for 2 seconds, and then the light goes out	Disable Bluetooth
The blue light is on for 2 seconds, and then the light goes out	Bluetooth pairing succeeded
Green light flashes	Received an incoming call
Solid green	During a call
The green light double flashes	Stay on the line

PC Button Indicator

Indicator	Description
Green light flashes	Received an incoming call
Solid green	During a call
The green light double flashes	Stay on the line

Indicator	Description
The green light flashes slowly during the upgrade	Headset is being upgraded (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)

Teams/Voice Assistant Indicator

When the headset activates the voice assistant, the button backlight is always on. When the headset works with Teams Client, the button backlight is shown below:

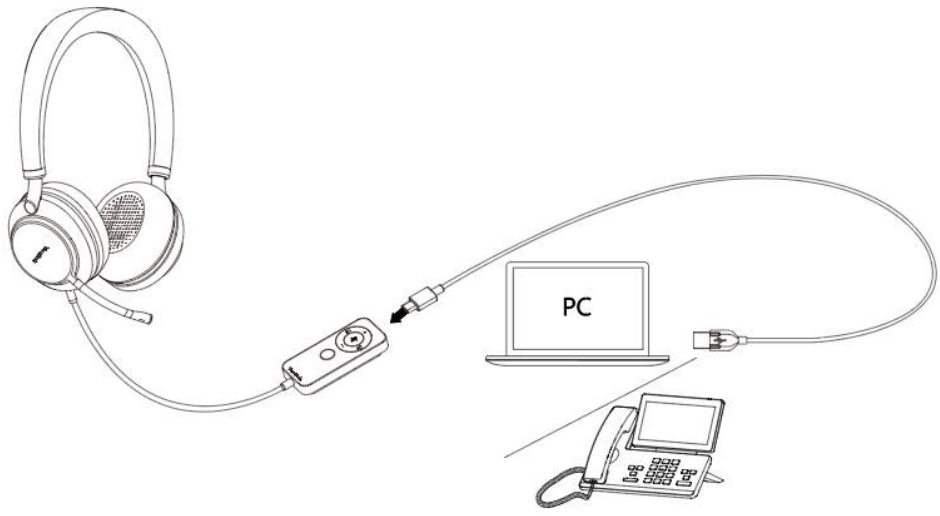
Indicator	Description
White light flashes slowly	Receive a missed call/voice message/meeting notification
White indicator light flashes slowly and becomes solid white light	Teams connected successfully
The white light flashes slowly and then the light goes out	Teams is not connected

UH38 Headset Connection

- Connecting to PC/Yealink IP Phone via the USB Cable
- Connecting to Mobile Device via Bluetooth
- Disable Bluetooth

Connecting to PC/Yealink IP Phone via the USB Cable

Connect the headset to the PC/Yealink IP phone via the USB cable.



Note: For the dual headset, you can charge the headset after connecting it to your PC/phone via the USB cable.

Connecting to Mobile Device via Bluetooth

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

Procedure

1. The headset enters the 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.
2. Enable Bluetooth on your mobile phone/IP phone/PC.
3. 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, please 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.

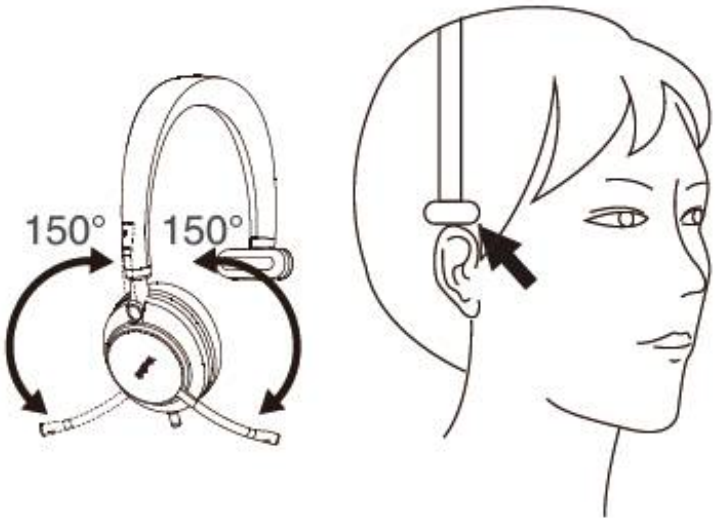
Headset Wear

- Left or Right Wearing Style
- Adjusting the Microphone
- Clip the Microphone Cable on Clothes

Left or Right Wearing Style

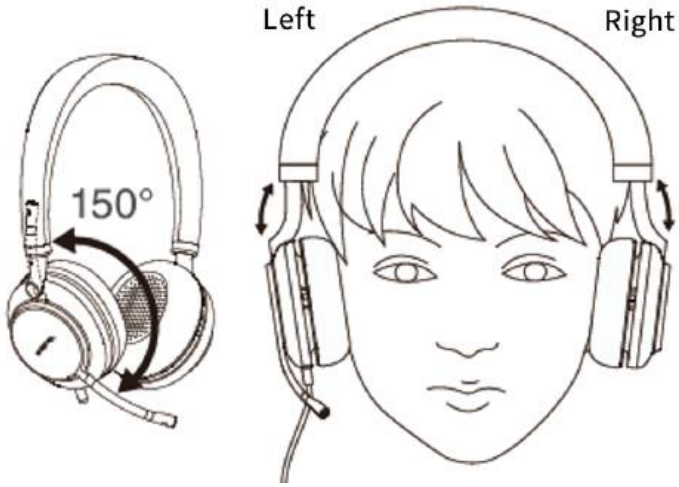
Mono Headset

You can wear the headset on the left or right by flipping the microphone to the other side (300° limit).



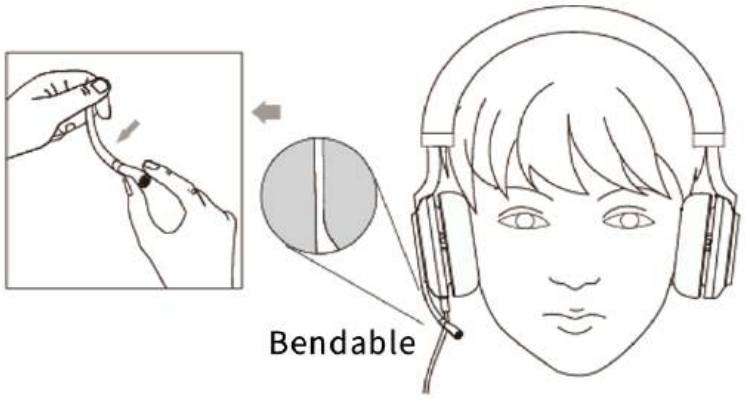
Dual Headset

You need to distinguish the left and right of microphone, and the rotation angle of the microphone is up to 150°.



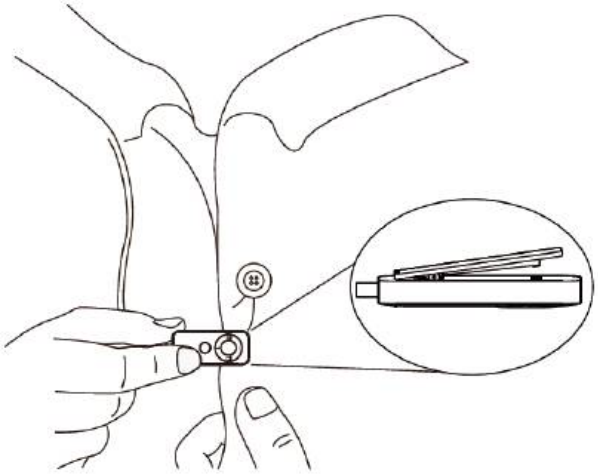
Adjusting the Microphone

You can adjust the microphone to find the most comfortable fit. When using the headset, you can bend the microphone boom properly and bring it closer to your mouth for a better sound pickup.



Clip the Microphone Cable on Clothes

You can fix the microphone cable to your clothes with clothespins. The clothespin keeps the microphone cable in a convenient position when using your mobile phone away from your PC.



Headset Usage

- Status Check
- Basic Call and Music
- Mute Usage
- Multiple Calls

Status Check

You can manually check the remaining talk time and device connection of the headset.

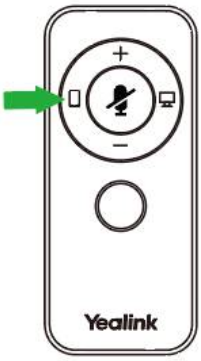
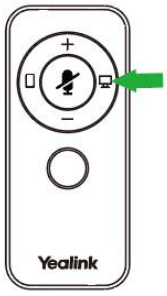
Procedure

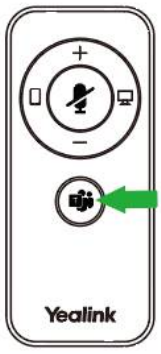
In the idle state, press and hold the **Mobile** button for 2 seconds.

Results

- Dual Headset: the voice prompts "Remaining talk time xx hours, XXX connected".
- Mono Headset (without built-in battery): the voice prompts "XXX connected".

Basic Call and Music

Headset	Feature	Action
 (Control buttons for Bluetooth device call)	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 **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 **Mobile** button LED flashes green.
	Play/Pause music	Press the **Mobile** button.
 (Control buttons for USB device call)	Answer PC/IP phone 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 phone call	Press the **PC** button.
	Reject PC/IP phone 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.

Headset	Feature	Action
	Adjust volume	Press the **Volume Up**/**Volume Down** button. **Note:** press and hold the **Volume Up**/**Volume Down** button to increase/ decrease the volume.
	Manually turn on/off the headset Busylight indicator	Press the **Volume Up**/**Volume Down** button when not in a call.
	Mute/un-mute microphone	Press the **Mute** button. **Note**: When a call is muted, the **Mute** button LED is always on. **Note:** It only works when the boom is down.
	(Teams version) Activate Cortana integrated in Teams	Press and hold the **Teams** button for 2 seconds. **Note:** this requires Microsoft's support.
	(Teams version) Invoke the Teams client	Press the **Teams** button.
	(UC version) Activate voice assistant	Press and hold the **Voice Assistant** button for 2 seconds.

Mute Usage

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



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

Multiple Calls

The headset can answer and handle multiple incoming calls at the same time.

Handle multiple calls	Description
1.The headset is on a call via a USB cable (the PC button glows solid green and the busylight glows solid red), and you can answer a new call via the USB cable at this time:	
Answer the new call and hang up the current call	Press the **PC** button.
Reject the new call and continue the 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.
2.The headset is on a call via a USB cable (the PC button glows solid green and the busylight glows solid red), and you can answer a new call via Bluetooth at this time:	
Reject the new Bluetooth call and continue the current USB cable call	Press the **Mobile** button twice.
Answer the new Bluetooth call and hold the current USB cable call	Press and hold the **Mobile** button.
3.The headset is on a call via Bluetooth (the Mobile button glows solid green and the busylight glows solid red), and you can answer a new call via Bluetooth at this time:	
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.

Handle multiple calls	Description
Answer the new call and hold the current call	Press and hold the **Mobile** button for 2 seconds.
4.The headset is on a call via Bluetooth (the Mobile button glows solid green and the busylight glows solid red), and you can answer a new call via the USB cable at this time:	
Reject the new USB cable call and continue the current Bluetooth call	Press the **PC** button twice.
Answer the new call and hold the current Bluetooth call	Press and hold the **PC** button.
5.Multiple calls switching	
Switch calls between USB cable calls and Bluetooth calls (ie, switch device calls)	Press the **PC**(or **Mobile** button).
Switch USB calls via the USB cable: (ie, multi-call switching in the same device)	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.
6.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	During the conference calls: • Press and hold the **PC** button for 2 seconds to split the conference calls. At this time, the PC continues the call, and the mobile phone call stays on the line. • Press and hold the **Mobile** button to split the conference calls. At this time, the mobile phone continues the call, and the PC call stays on the line.

Recovery Factory Setting

Procedure

Press and hold the mute button and the Teams/voice assistant key for 6 seconds until you hear the voice-"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 the pairing mode.

Results

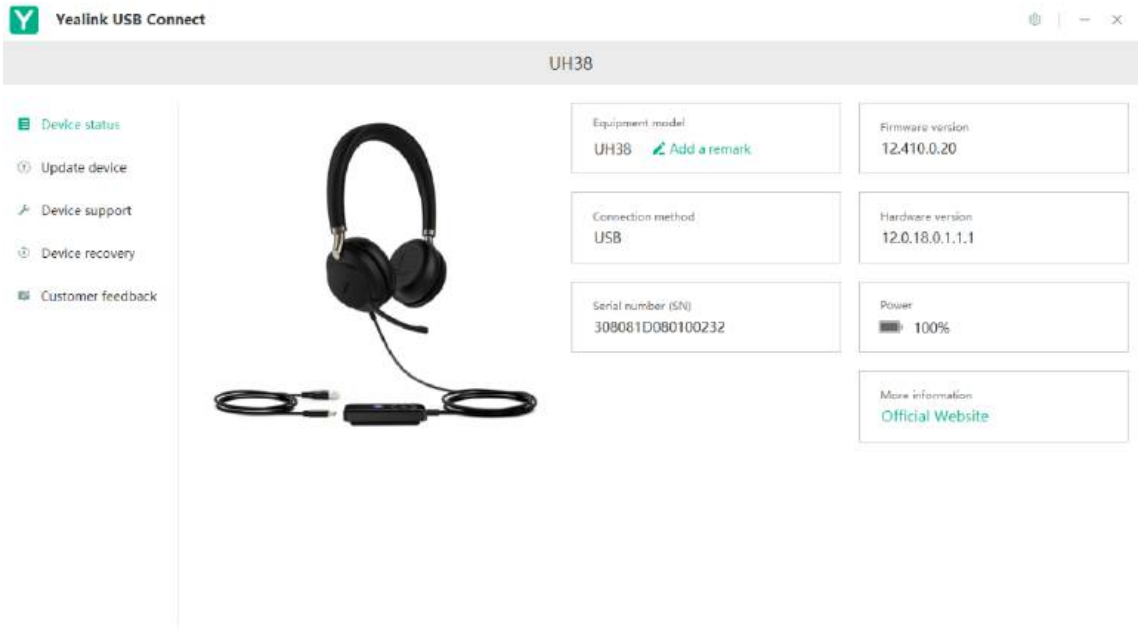
The list of paired devices will be cleared and all settings are reset after the headset is restored.

Yealink USB Connect

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 device to enhance its performance and features
- Give feedback on your Yealink USB device



Note: Download via support.yealink.com.

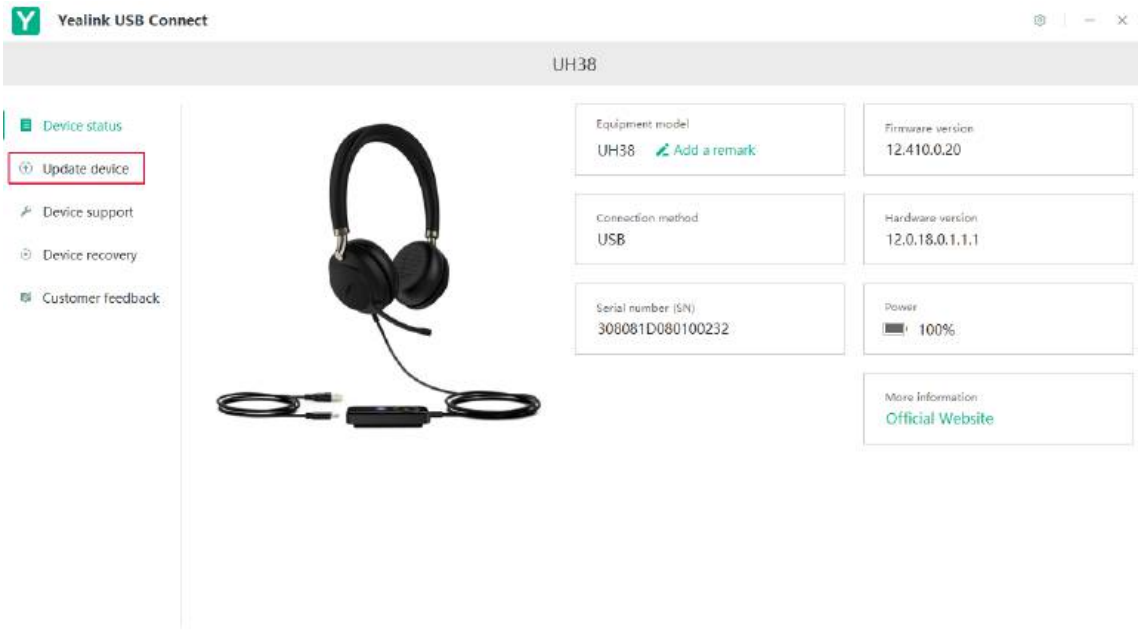
- Firmware Update

Firmware Update

Procedure

1. Connect the headset to the USB port of a PC.

2. Update the headset firmware via Yealink USB Connect.
   - Check for updates
   - Update manually



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

FAQ

View the FAQ guide on http://support.yealink.com/.