

Yealink UH37 Mono Dual USB Headset User Guide

[Home](#) » [Yealink](#) » Yealink UH37 Mono Dual USB Headset User Guide 

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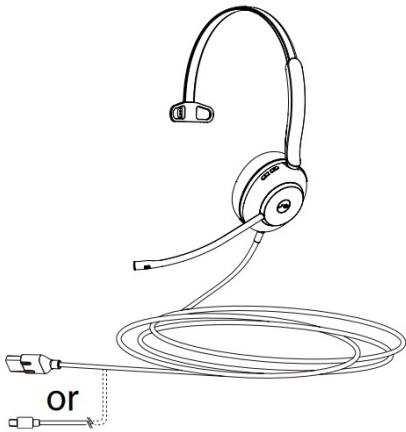


Contents

- 1 Package List
- 2 Connection
- 3 Wear the Headset
- 4 Overview
- 5 Calls & music
- 6 Replace Ear Cushions
 - 6.1 Software
- 7 Regulatory Notices
 - 7.1 Operating Ambient Temperatures
- 8 Warranty
- 9 Explanation of the symbols
- 10 Safety Instructions
- 11 Troubleshooting
- 12 Declaration of Conformity
- 13 Technical Support
- 14 Customer Support
- 15 Documents / Resources
 - 15.1 References
- 16 Related Posts

Package List

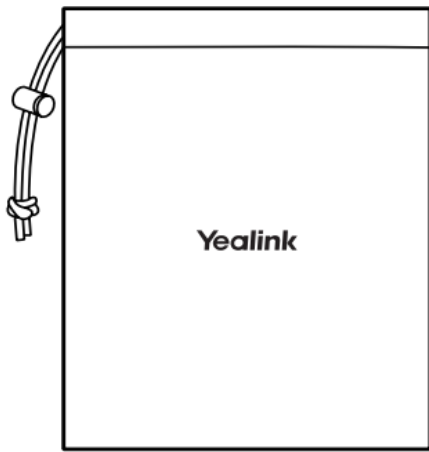
- UH37 Mono Headset



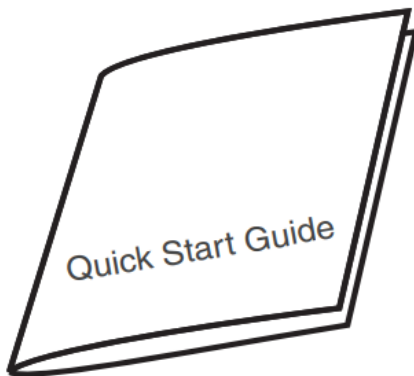
- UH37 Dual Headset



- Drawstring Bag



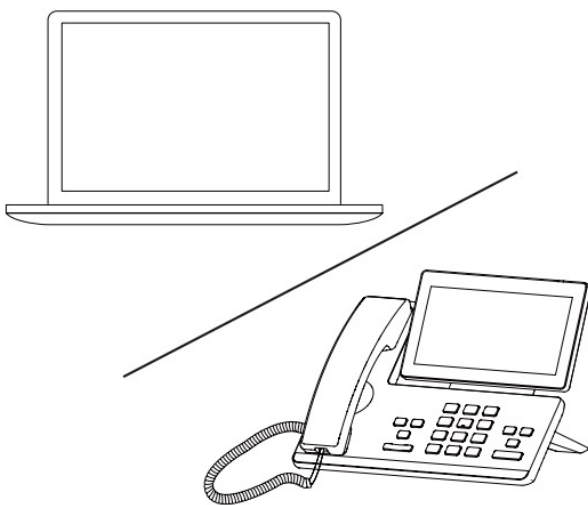
- Quick Start Guide



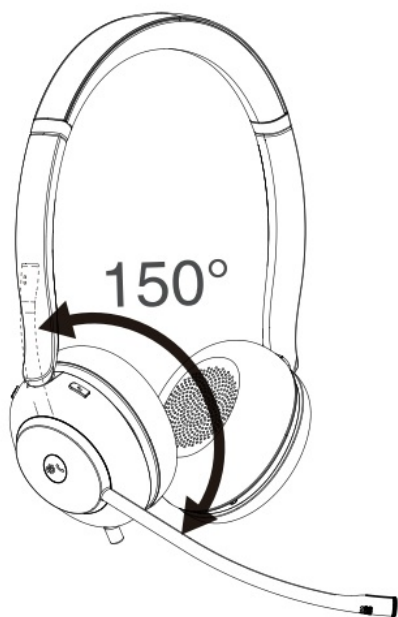
Note: We recommend that you use the included accessories, and other accessories may have compatibility issues that prevent them from working properly

Connection

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



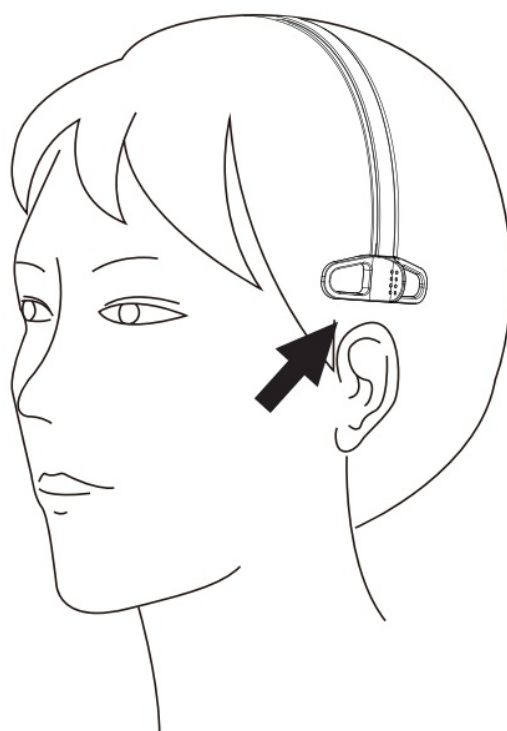
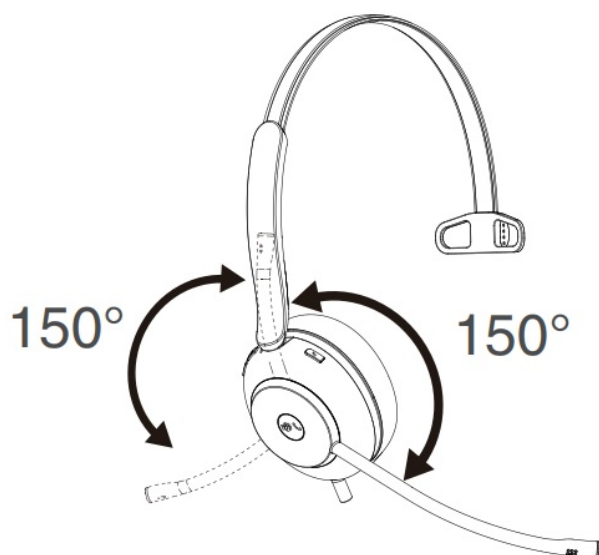
Wear the Headset

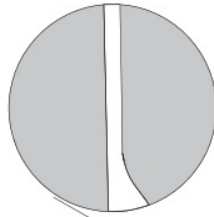
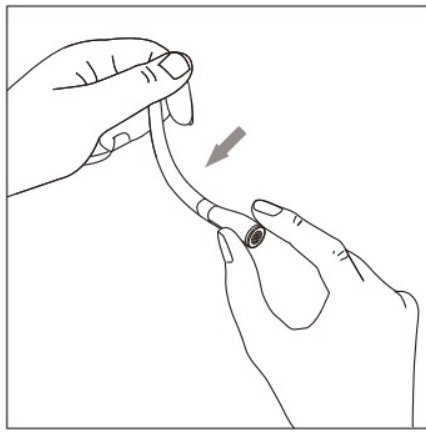


Right



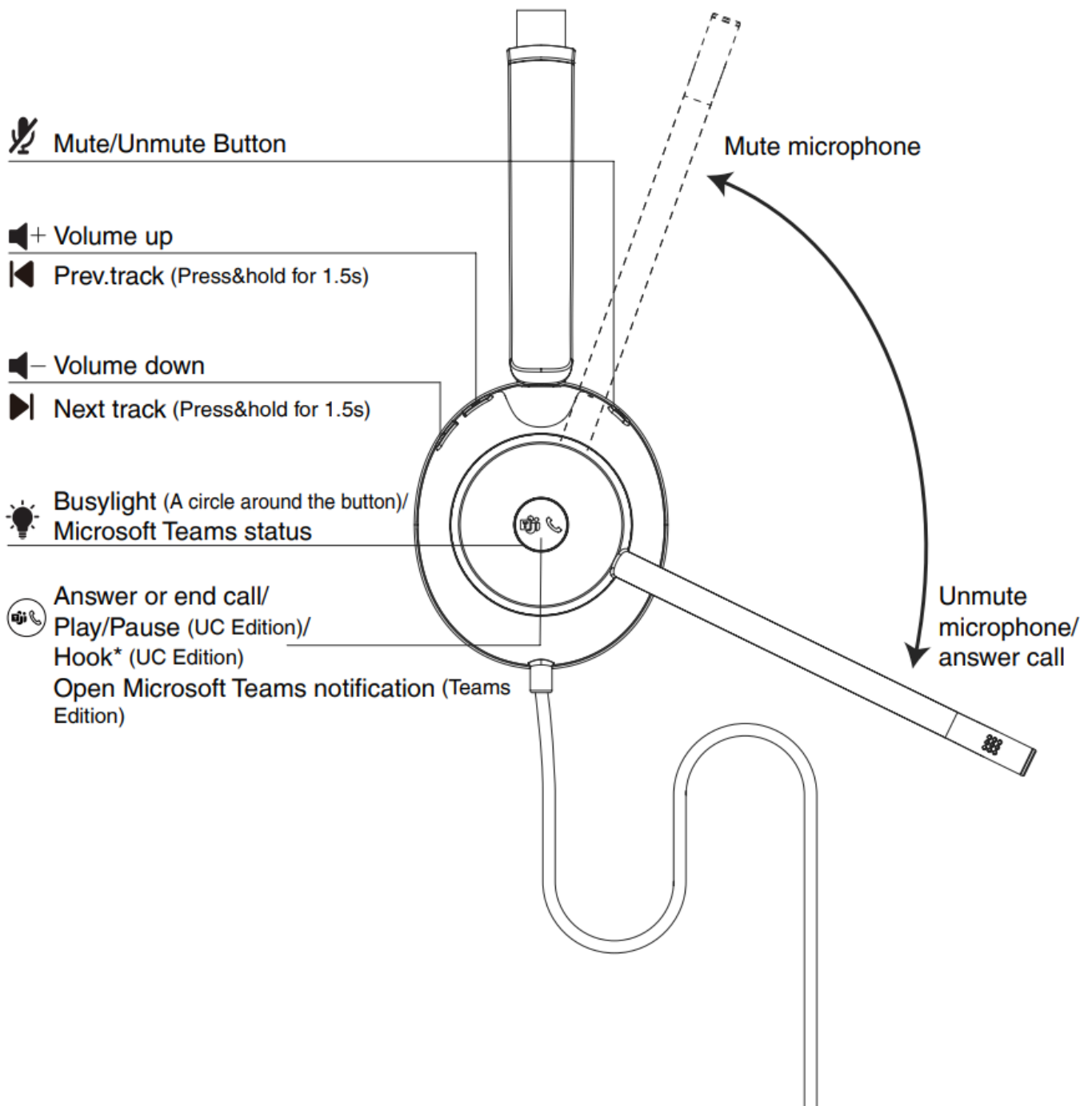
Left





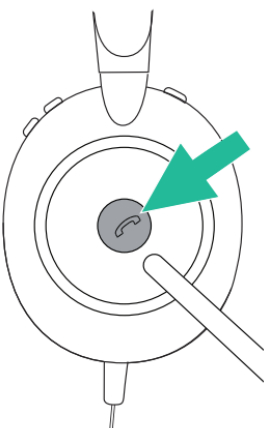
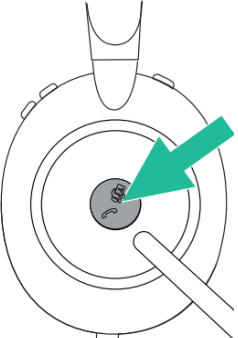
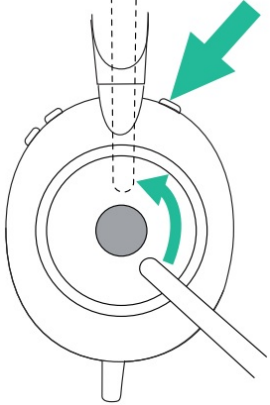
Bendable boom arm

Overview



- You need to go to the Yealink USB Connect application to enable this feature.
- Click Device settings->Advanced Settings->Platform to select UC.
- Click MFB Button to select HOOK.

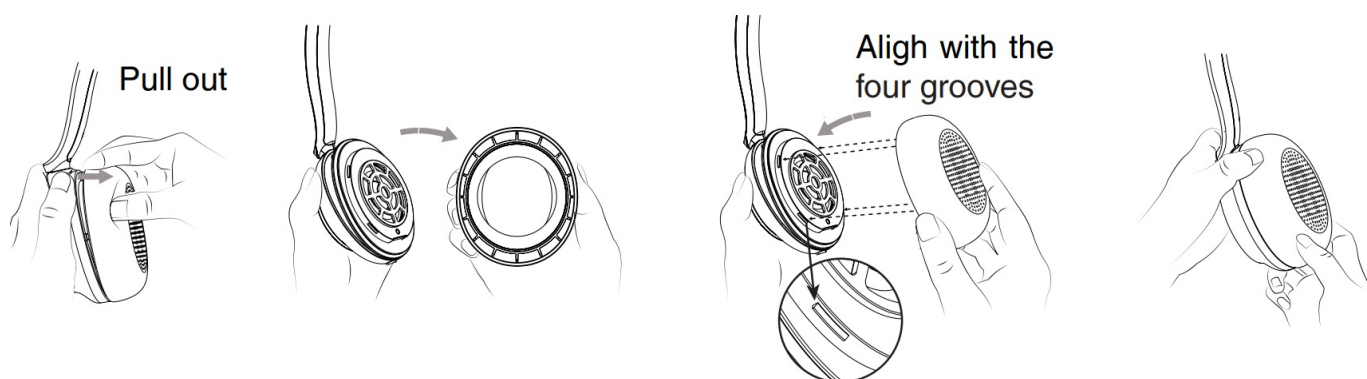
Calls & music

 <p>UC Edition</p>	Press once	<ul style="list-style-type: none"> • Play/pause the music • Answer/end a call • End the current call and answer an incoming call
	Double-press	<ul style="list-style-type: none"> • Reject a call/reject the incoming call when on a call • Redial
	Hold for 1.5 sec	<ul style="list-style-type: none"> • Put the current call on hold and answer an incoming call • Switch between held call and active call
 <p>Teams Edition</p>	Press once	<ul style="list-style-type: none"> • Answer/end the call • End the current call and answer an incoming call • Invoke the Teams client
	Double-press	<ul style="list-style-type: none"> • Reject a call/reject an incoming call when on a call • Redial
	Hold for 1.5 sec	<ul style="list-style-type: none"> • Dismiss/invoke raise hand during the meeting • Activate Cortana (requires Microsoft's support)
	Press the Mute button once Alternatively, move up/down the microphone boom-arm	<ul style="list-style-type: none"> • Mute/unmute the microphone

Note: Before using the Teams functions, you should install the Microsoft Teams client on your PC.

Replace Ear Cushions

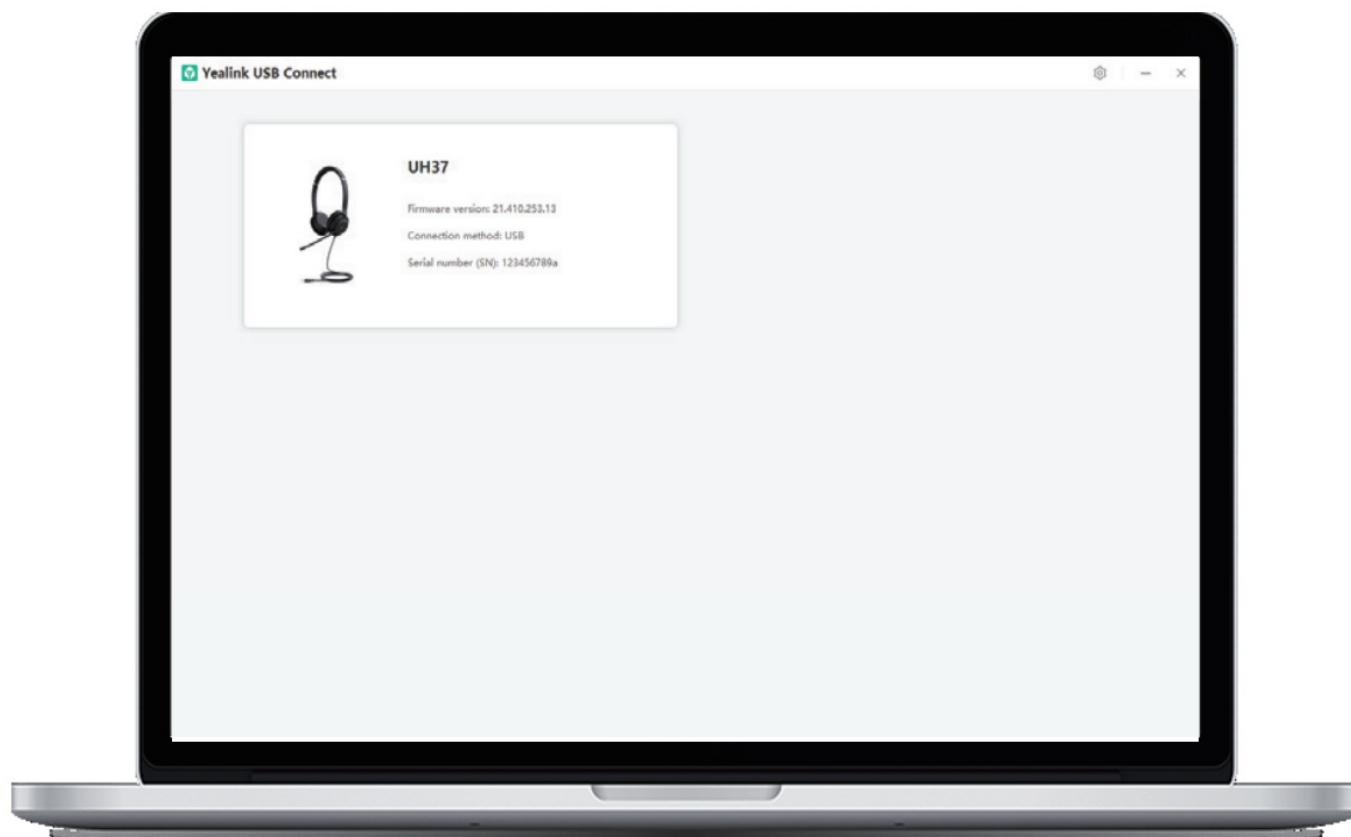
Align the new cushion with the four grooves of the headset base and press firmly together.



Note: The replaceable ear cushions need to be purchased separately.

Software

You can update or manage your Yealink headsets through the Yealink USB Connect.



Download it from the Yealink website <https://www.yealink.com/product/yuc>.

Note: It needs to be used with Yealink USB Connect of version 0.34.x.x or higher.

Regulatory Notices

Operating Ambient Temperatures

- **Operating temperature:** +14 to 113°F (-10 to 45°C)

- **Relative humidity:** 5% to 90%, noncondensing
- **Storage temperature:** -22 to +158°F (-30 to +70°C)

Warranty

Our product warranty is limited only to the unit itself, when used normally in accordance with the operating instructions and the system environment. We are not liable for damage or loss resulting from the use of this product, or for any claim from a third party. We are not liable for problems with Yealink device arising from the use of this product; we are not liable for financial damages, lost profits, claims from third parties, etc., arising from the use of this product.

Explanation of the symbols

- DC symbol
--- is the DC voltage symbol.
- WEEE Warning symbol



To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.

Restriction of Hazardous Substances Directive (RoHS)

This device complies with the requirements of the EU RoHS Directive. Statements of compliance can be obtained by contacting support@yealink.com.

Safety Instructions



General Requirements

- Before you install and use the device, read the safety instructions carefully and observe the situation during operation.
- During the process of storage, transportation, and operation, please always keep the device dry and clean, avoid collision and crash.
- Please attempt not to dismantle the device by yourself. In case of any discrepancy, please contact the appointed maintenance center for repair.
- Please refer to the relevant laws and statutes while using the device. Legal rights of others should be respected as well.



Environmental Requirements

- Place the device at a well-ventilated place. Do not expose the device under direct sunlight.
- Keep the device dry and free of dusts.
- Do not place the device on or near any inflammable or fire-vulnerable object, such as rubber-made materials.
- Keep the device away from any heat source or bare fire, such as a candle or an electric heater.



Operating Requirements

- Do not let a child operate the device without guidance.
- Do not let a child play with the device or any accessory in case of accidental swallowing.
- Please use the accessories provided or authorized by the manufacturer only.
- The power supply of the device shall meet the requirements of the input voltage of the device. Please use the provided surge protection power socket only.
- Before plugging or unplugging any cable, make sure that your hands are completely dry.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, kitchen sink, wet basement or near a swimming pool.
- During a thunderstorm, stop using the device and disconnect it from the power supply. Unplug the power plug and the Asymmetric Digital Subscriber Line (ADSL) twisted pair (the radio frequency cable) to avoid lightning strike.
- If the device is left unused for a rather long time, disconnect it from the power supply and unplug the power plug.
- When there is smoke emitted from the device, or some abnormal noise or smell, disconnect the device from the power supply, and unplug the power plug immediately.
- Contact the specified maintenance center for repair.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Before connecting a cable, connect the grounding cable of the device first. Do not disconnect the grounding cable until you disconnect all other cables.



Battery Requirements

- Do not immerse the battery into water, which could short-circuit and damage the battery.
- Do not expose the battery to an open flame or leave the battery where it could be subjected to extremely high temperatures, which could cause the battery to explode.
- Do power the handset off before removing the battery.
- Do not try to use the battery for the power supply of any device other than this handset.
- Do not open or mutilate the battery, released electrolyte is corrosive and may cause damage to your eyes or skin.
- Use only the rechargeable battery pack delivered with the handset or those rechargeable battery packs expressly recommended by Yealink.
- Defective or exhausted battery should never be disposed of as municipal waste. Return old battery to the battery supplier, a licensed battery dealer or a designated collection facility.



Cleaning Requirements

- Before cleaning the device, disconnect it from the power supply.
- Use a piece of soft, dry and anti-static cloth to clean the device.
- Keep the power plug clean and dry

Troubleshooting

The unit cannot supply power to Yealink device.
There is a bad connection with the plug.

1. Clean the plug with a dry cloth.
2. Connect it to another wall outlet.

The usage environment is out of operating temperature range.

1. Use in the operating temperature range.

The cable between the unit and the Yealink device is connected incorrectly.

1. Connect the cable correctly.

You cannot connect the cable properly.

1. You may have connected a wrong Yealink device.
2. Use the correct power supply.

Some dust, etc., may be in the port.

1. Clean the port.

Contact your dealer or authorized service facility for any further questions.

FCC CAUTION:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

ISED WARNING:

This device complies with Innovation, Science and Economic Development Canada licence-exempt RSS standard (s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Contact Information

YEALINK NETWORK TECHNOLOGY CO.,LTD.

309, 3rd Floor, No.16, Yun Ding North Road, Huli District, Xiamen City, Fujian, P.R.C YEALINK (EUROPE)

NETWORK TECHNOLOGY B.V.

Strawinskylaan 3127, Atrium Building, 8th floor, 1077ZX Amsterdam, The Netherlands YEALINK (USA)

NETWORK TECHNOLOGY CO., LTD.

999 Peachtree Street Suite 2300, Fulton, Atlanta, GA, 30309, USA

Made in China



Declaration of Conformity

We,

YEALINK(XIAMEN) NETWORK TECHNOLOGY CO.,LTD Address: 309, 3rd Floor, No. 16, Yun Ding North Road, Huli District, Xiarnen City, Fujian, P.R. China

CE DATE: 27th /September /2022 declare that the product

Type: USB Wired Headset

Model: UH37 Dual, UH37 Mono

meets the essential requirements and other relevant provisions according to the following EC directive

Directive: 2014/30/EU, 2014/35/EU

The presumption of conformity with the essential requirement is ensure according to :

Safety: EN IEC 62368-1:2020+A11:2020

EMC: EN 55032:2015+A11:2020, EN 55035:2017+A11:2020,

Directive 2011/65/EU and (EU)2015/863 of the European Parliament and of the Council of 8 June 2011 and 4 June 2015 on the restriction of the use of certain hazardous substances in electrical and electronic equipment(RoHS 2.0)

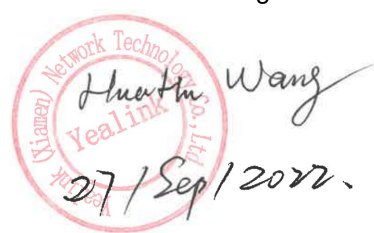
Directive 2012/19/EU of the European Parliament and of the Council of 4.July.2012 on Waste electrical and electronic equipment (WEEE)

Regulation (EC) No.1907/2006 of the European Parliament and of the Council of 18.December.2006 on Registration, Evaluation, Authorization, and Restriction of Chemicals (REACH)

NAME: Huahu Wang

DATE:

TITLE: Senior Manager



Note: UH37 supports Yealink T27G/T4xS/T4xU/T53/T5xW/T58/VP59 through the USB connection. To have a better experience, the phone firmware is recommended to be v86 (xx.86.x.xx) or higher. You can find more detail in the “Yealink Headset Compatibility Guide” from the Yealink support website.

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 the RMA Claim to Yealink.

Technical Support

Yealink (Stock Code: 300628) is a global-leading provider of Unified Communication & Collaboration Solutions specialized in video conferencing, voice communications, and collaboration, dedicated to helping every person and organization embrace the power of “Easy Collaboration, High Productivity”.

With best-in-class quality, innovative technology, and user-friendly experiences, Yealink is one of the best providers in more than 140 countries and regions, ranks No.1 in the global market share of IP Phone, and is the Top 5 leader in the video conferencing market (Frost & Sullivan, 2021).

Customer Support


YEALINK(XIAMEN) NETWORK TECHNOLOGY CO.,LTD.

Web: www.yealink.com

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Yealink

Documents / Resources

	<p>Yealink UH37 Mono Dual USB Headset [pdf] User Guide</p> <p>UH37 Mono, UH37 Dual, UH37 Mono Dual USB Headset, UH37, Mono Dual USB Headset, Dual USB Headset, USB Headset, Headset</p>
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References

- [Yealink | UC & C Terminal, Video Collaboration, Conference Phone, IP Phone, Headsets & Video Conferencing](#)
- [Yealink Ticket](#)
- [Yealink USB Connect_USB -](#)
- [USB Connect | Yealink](#)
- [USB Connect | Yealink](#)
- [User Manual](#)