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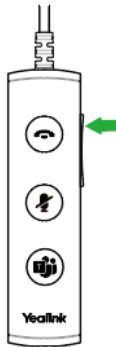
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Frequently Asked Questions

1. Why can't I hear the other party's voice?

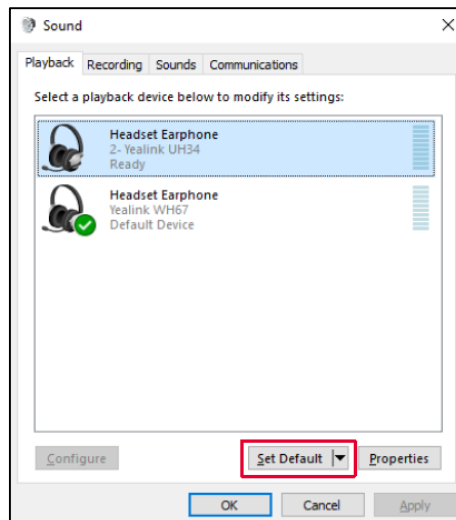
- The playback volume is too low. Press the Volume Up button on the headset.



- The USB headset is not set as the default audio device for PC. Use the audio settings in the sound control panel / preferences to select the headset as the default audio device.

For WIN 8/ WIN 8.1/ WIN 10 OS:

- Go to **Control Panel->Hardware and Sound->Sound**.
- In the **Playback** tab, highlight the desired headset and select **Set Default**.



- Confirm the action.

For MAC OS:

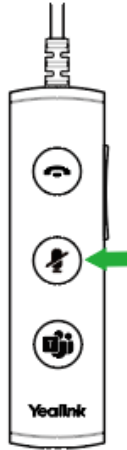
- Go to your **System Preferences -> Sound**.
- In the **Output** tab, select the headset as your Playback Device.

For more information, refer to the web resources.

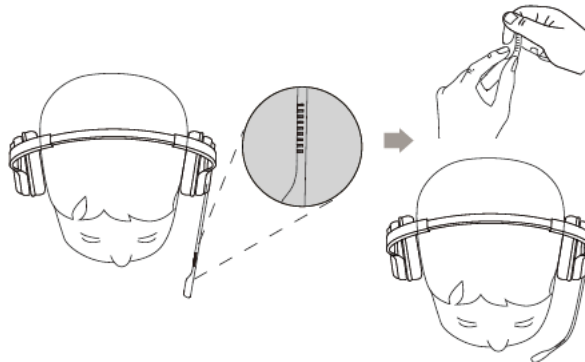
- The headset is not set as the audio device for softphone client.

2. Why can't the other party hear me?

- The microphone is muted. Press the Mute button on the headset to unmute.



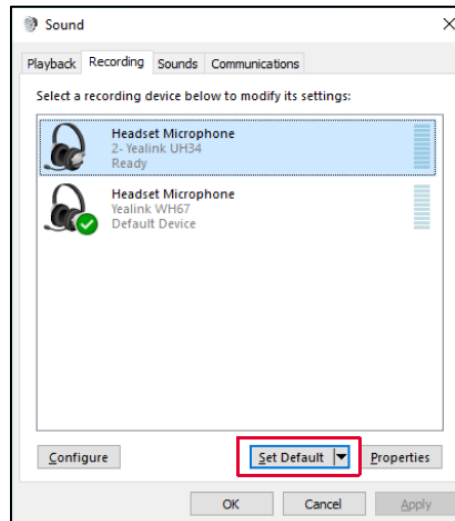
- Position the microphone close to your mouth.



- The headset is not set as the default audio device. Use the audio settings in the sound control panel / preferences to select the headset as the default audio device.

For WIN 8/ WIN 8.1/ WIN 10 OS:

- 1) Go to **Control Panel->Hardware and Sound->Sound**.
- 2) In the **Recording** tab, highlight the desired headset and select **Set Default**.



3) Confirm the action.

For MAC OS:

- 1) Go to your **System Preferences -> Sound**.
- 2) In the **Input** tab, select the corresponding headset as your Playback Device.

For more information, refer to the web resources.

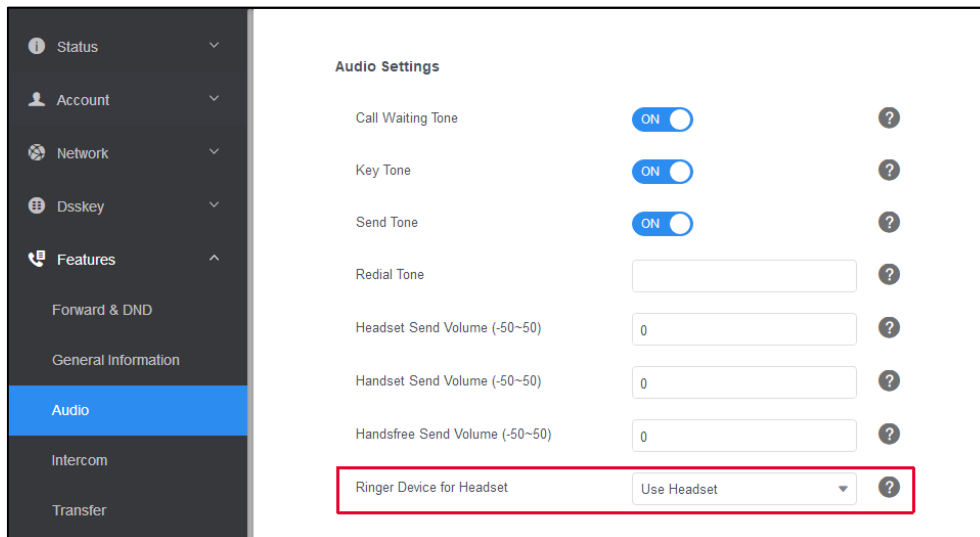
3. Why does the music continue when I answer a call in the music?

Answering a call in music will not pause the music, you need to pause it manually.

4. Why doesn't the headset respond when there is an incoming call from the desk phone?

Do the following:

1. Access the web user interface of the desk phone.
2. Go to **Features->Audio**.
3. Select **Use Headset** or **Use Headset & Speaker** from the **Ringer Device for Headset** drop-down menu.

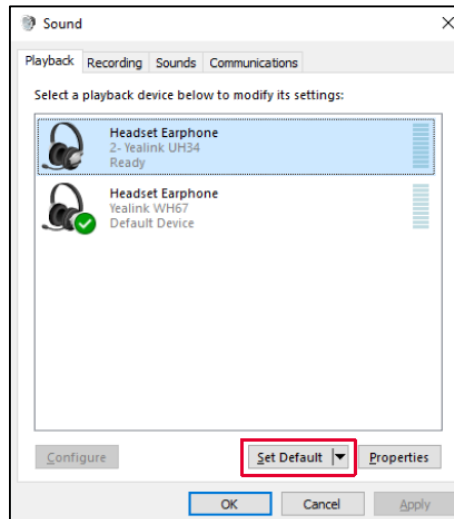


Note: For some phones, you also have to press the HEADSET key first.

5. How to use the headset to listen to music on PC?

If you need to use the headset to listen to music on the PC, you can set the headset as the default audio device on the PC.

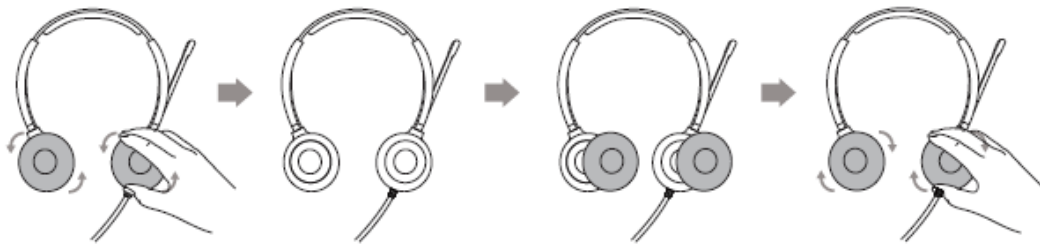
1. Go to **Control Panel->Hardware and Sound->Sound**.
2. In the **Playback** tab, highlight the desired headset and select **Set Default**.



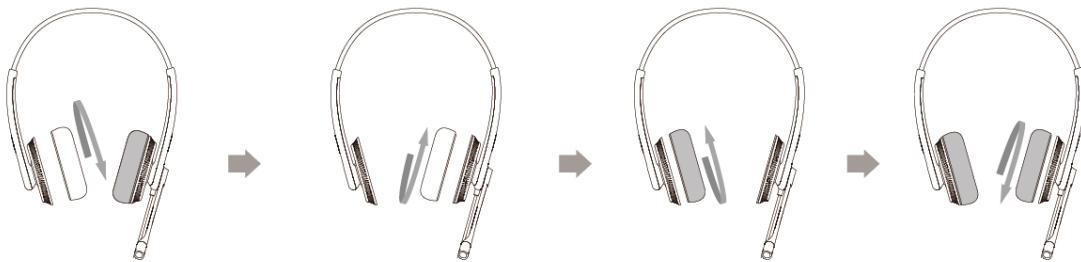
3. Confirm the action.

6. How to replace ear cushions?

For UH36:



For UH34/UH34 Lite:

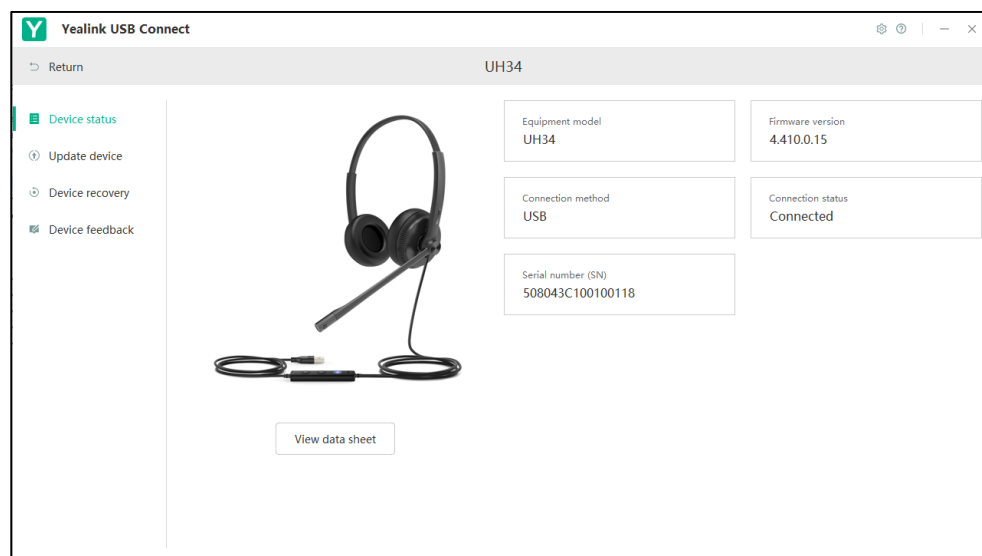


7. What is Yealink USB Connect?

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

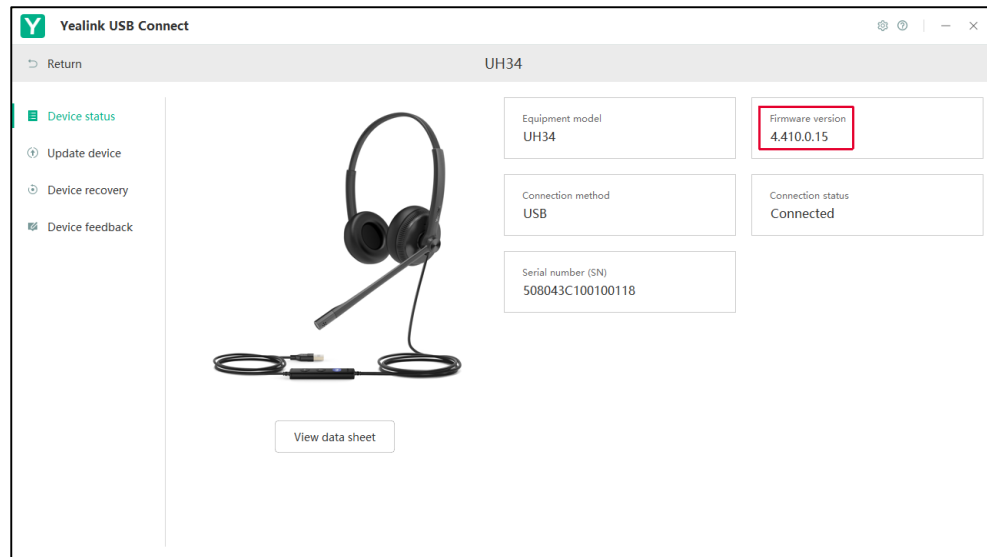


Download via support.yealink.com.

8. How to find the firmware version of my headset using Yealink USB Connect?

Procedure

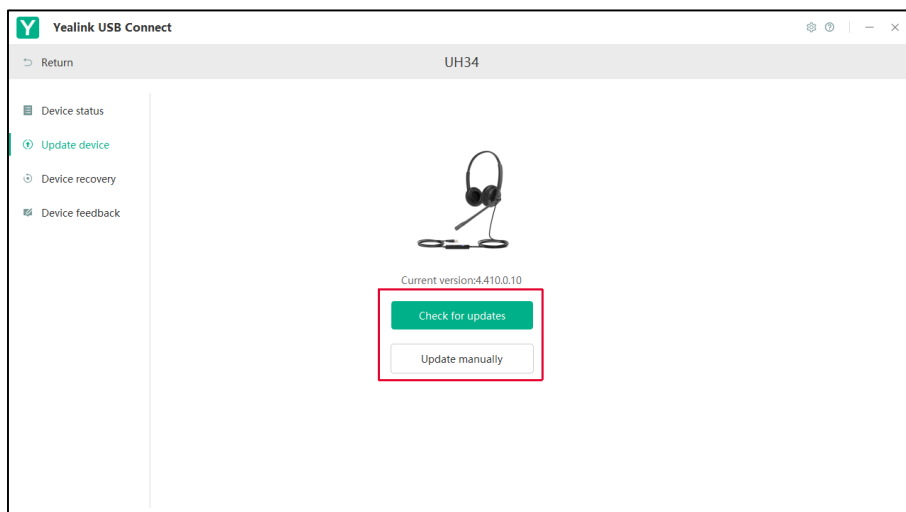
1. Run **Yealink USB Connect**.
2. Go to **Device status** to check the firmware version.



9. How to update the firmware for my headset using Yealink USB Connect?

Procedure

1. Run **Yealink USB Connect**.
2. Go to **Update device**.
3. Do one of the following:
 - Click **Check for updates** to automatically update the firmware to the newest version.
 - Click **Update manually** to manually update the firmware to the specific version.You need to download the firmware on the product document page first.



Note: During the firmware update, all LEDs on the headset go out.

10. Is my PC compatible?

The Yealink USB wired headset is compatible with the following operating system: Windows (Windows 8, Windows 8.1, Windows 10) and macOS (Catalina, Mojave, Big Sur).

Note: You may not use the headset's call control function as some softphones have limited support for UH34 on PCs with Apple M1 chip.

11. Is my desk phone compatible?

UH34 is compatible with Yealink T4XS, T4XU, T5XW, T58, VP59 phones running firmware version V85 or later.

If you are using another desk phone or these phones running an earlier firmware version, UH34 can only support basic function for the desk phones listed in the table below (Answer call / Mute / End call). You may encounter problems listed in the table.

| Firmware Version | Phone Model | Description |
|------------------|-----------------------|---|
| V84 SP4 | T4XS, T4XU, T5XW, T58 | 1. Do not support multiple call handling, and you cannot place a call on hold. 2. For some models (T4XS, T5XW), the headset has no ringtone. |
| V84 | T4XS, T5XS, T5XW | 1. Do not support headset volume synchronization. 2. Do not support ringtone for incoming calls. 3. Do not support multiple call handling, and you cannot place a call on hold. |

| Firmware Version | Phone Model | Description |
|--------------------------|------------------------|--|
| V83 | T4XS, T5XS, T58, VP59 | <ol style="list-style-type: none"> 1. Do not support headset volume synchronization. 2. Do not support ringtone for incoming calls. 3. Do not support multiple call handling, and you cannot place a call on hold. 4. Do not support redialing/rejecting a call by double-pressing the Call button, and do not support the mute status synchronization when calling out. |
| V82 | T4XS, T5XS | <ol style="list-style-type: none"> 1. Does not support headset volume synchronization. 2. Do not support ringtone for incoming calls. 3. Does not support multiple call handling, and you cannot place a call on hold. 4. Do not support rejecting a call by double-pressing the Call button. |
| Skype for Business Phone | T4XS, T56A, T55A, MP56 | <ol style="list-style-type: none"> 1. Do not support headset volume synchronization. 2. Do not support ringtone for incoming calls. 3. Do not support multiple call handling, and you cannot place a call on hold. |
| Teams Phone | VP59, MP5X, T55A | <ol style="list-style-type: none"> 1. In the idle status, the headset volume synchronization is not supported. 2. Do not support rejecting a call by double-pressing the Call button. 3. Do not support multiple call handling. |

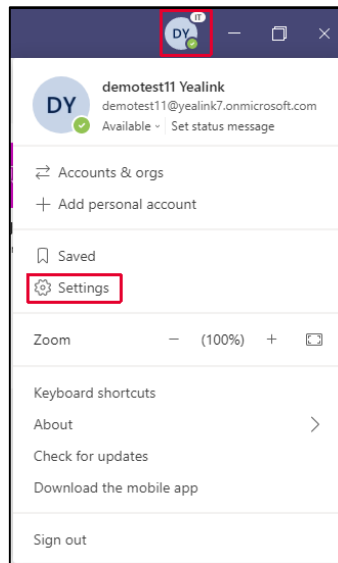
12. Why can't my headset synchronize the call status and incoming call status of the softphone?

The call status synchronization requires the support of the softphone. We are working on compatibility with more softphones.

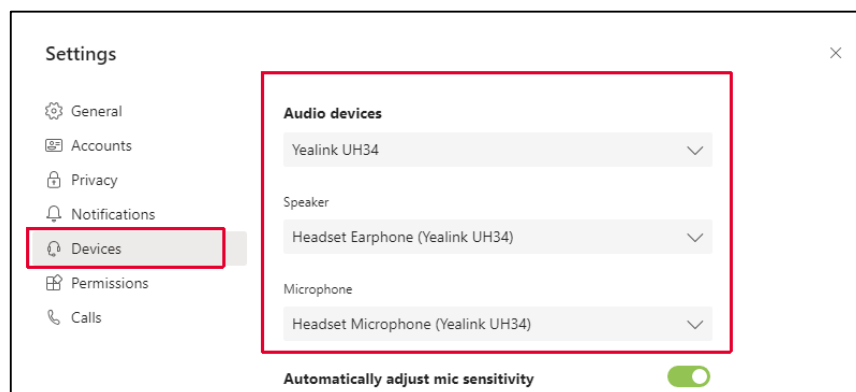
13. How to set up my headset to work with Microsoft Teams?

Procedure

1. Click on your profile picture at the top of the Teams window.



2. Click **Settings->Devices**.
3. Select your headset (for example: Yealink UH34) under **Audio devices** field.

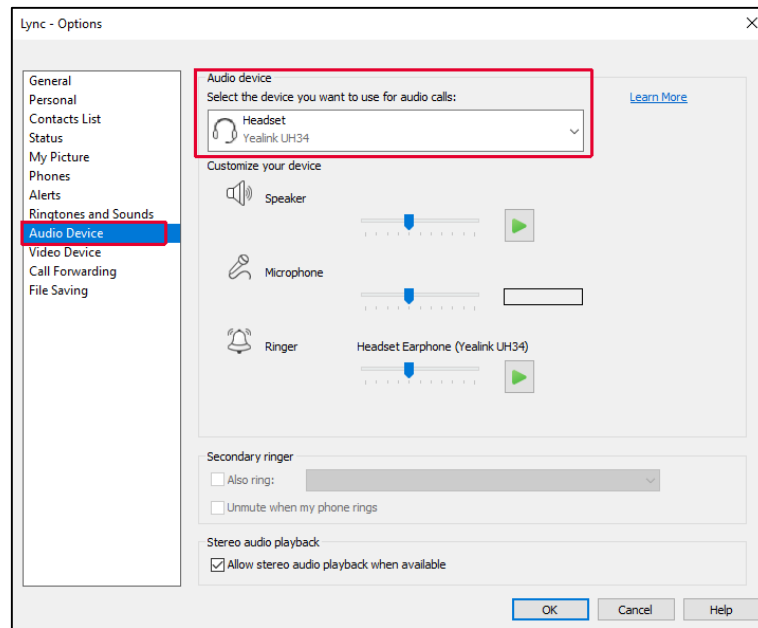


Note: Make sure you're running Teams in Teams Only mode.

14. How to set up my headset to work with Skype for Business?

Procedure

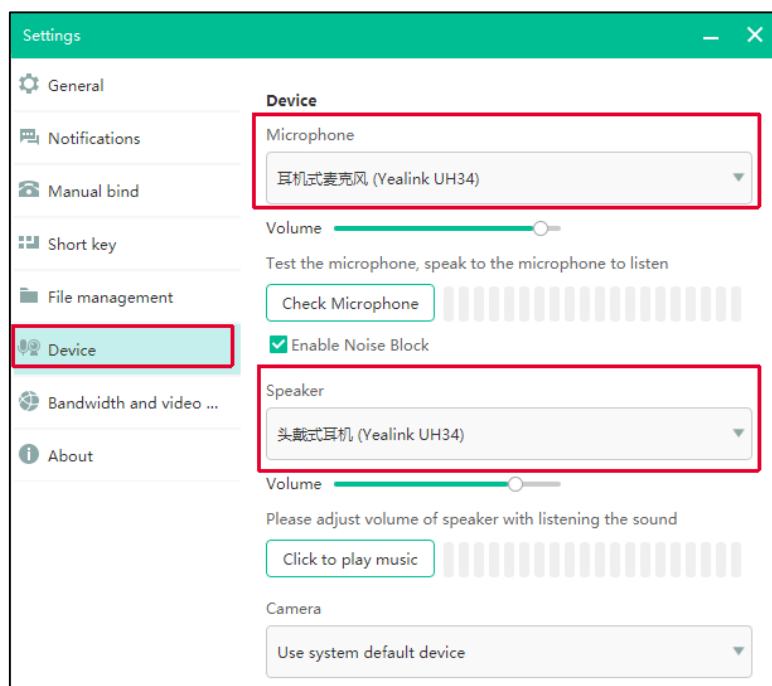
1. Click the **Settings** icon in the top-right corner of the **Skype for Business** window.
2. In the left side options, click **Audio Device**.
3. In **Audio Device**, select your headset (for example: Yealink UH34) under the **Speaker** and **Microphone** options.



15. How to set up my headset to work with Yealink UME?

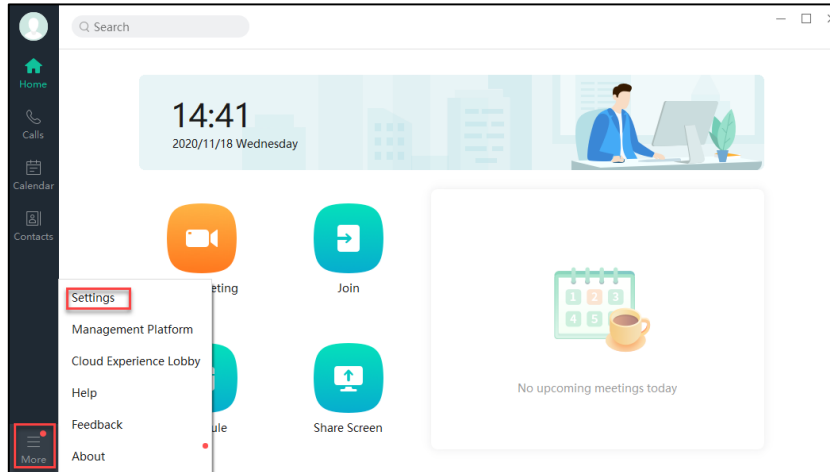
Procedure

1. Run **UME**.
2. Click on your profile picture at the top of the UME window.
3. Select **Settings**, and then select **Device**.
4. For each of the **Speaker** and **Microphone** setting, select your headset (for example: Yealink UH34).



16. How to set up my headset to work with Yealink Meeting?

1. Run **Yealink Meeting**.
2. Go to **More->Settings**.



3. Select **Audio**.
4. For each of the **Speaker** and **Microphone** setting, select your headset (for example: Yealink UH34).

