UH38 FAQ

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1. **When you connect the headset to a PC via USB cable, the PC prompts the device is not identified or does not react?**

You can re-plug the USB cable. If the PC cannot identify the headset, then connect the headset to the PC via a USB cable and charges it for 5 minutes. If the PC still cannot identify the headset, you need to connect the headset via a USB cable to the PC, then press and hold the mobile key for 15 Seconds.

2. **When adjusting the headset volume, the PC increases/decreases 2 levels each time, it needs to press 50 times to get to maximum/minimality?**

You can uninstall the HID-compliant headset and Yealink UH38, then unplug the USB cable. Here is how to uninstall your headset device:
Go to **Control Panel**->**Hardware and Sound** -> **Device Manager** to uninstall the headset devices.
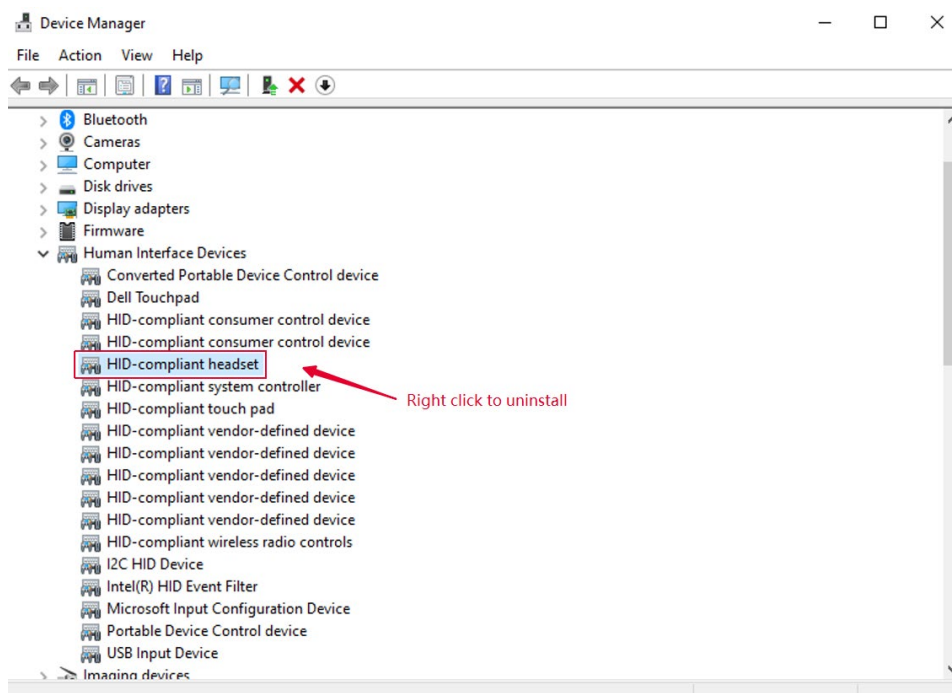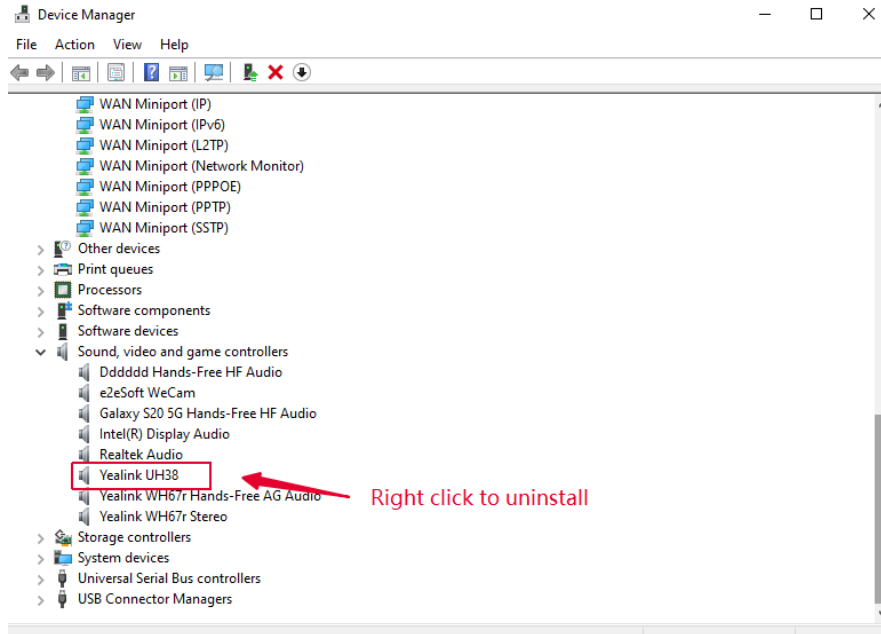
3. When I speak into the microphone, I cannot hear my own voice or my voice is too loud. How to adjust the Sidetone of the UH38 headset on the PC?

Follow the steps below:
1. Open **Control Panel** -> **Hardware and Sound** -> **Sound**
2. Double-click the headset what you want to adjust (UH38) to enter the property .interface of **Headset Earphone**.
3. In the **Levels** tab, adjust the sidetone.
4. Click **OK**.
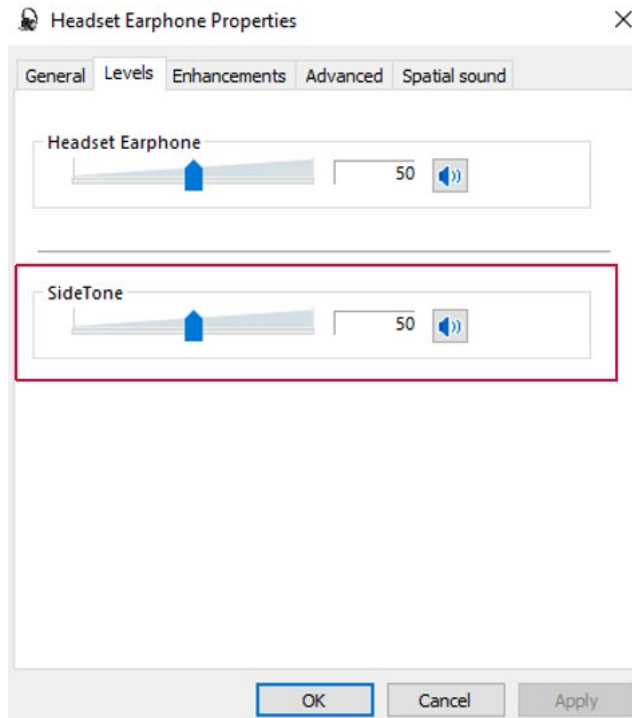
4. When connecting the UH38 USB cable to a PC, why will the media and call sound be mixed to play?

This is determined by the PC, because the spk channel of PC has only one and does not distinguish between call and media audio data. The two audio data are sent to the headset together, so the sound played by the headset contains the call and media audio.

5. How to update the UH38 headset version?

You can update the version of Yealink USB Connect software.

6. When using YUC to upgrade the headset fails, and it shows that the headset is in recovery mode?

You can click the **manual upgrade** and select the ROM package to upgrade again.

7. Can I connect the headset with both USB-A and USB-C cable?

The UH38 has two kinds of cables: USB-A to USB-C and USB-C to USB-C. You can choose USB-A or UBS-C to connect the headset.

8. How long is the headset cable and USB cable connected to the headset?

The headset cable length: 0.8 m (from headset to wire control interface); the USB cable length: 1.2 m (from wire control to USB cable interface).

9. What is the Bluetooth version supported by UH38?

The Bluetooth version is supported 5.1.

10. How far is the UH38 Bluetooth connection?

The Bluetooth wireless distance up to 10 meters.

11. Why can't I find the UH38 headset in the connected devices after enabling the Bluetooth function on the mobile phone/IP phone/PC?

The headset should enter the Bluetooth pairing mode before you connect it to a phone/phone/PC. You can press and hold the Mobile icon for 5 seconds into the Bluetooth pairing mode.

12. How to pair with Bluetooth device?

1. Pairing the headset after unpacking the box for the first time (factory reset): Press and hold the Mobile button to enter the pairing mode, then search and connect

Yealink UH38 on your mobile phone.

2. The headset has been paired with a Bluetooth device, but you want to pair a new Bluetooth device for it: you need to make sure the new device Bluetooth is turned off (When Bluetooth is on, press and hold the Mobile icon button for 3 seconds until you hear Bluetooth off) and press and hold the mobile icon for 5 seconds until you hear "Bluetooth on, talk time xxx hours, pairing mode", then search and connect Yealink UH38 on your mobile phone.

3. At present, the Bluetooth software only supports connecting 1 mobile phone device. If the headset has been connected to mobile phone 1, and you want to connect the headset to mobile phone 2. You need to disconnect the mobile phone 1 that is connected to the headset and then connect headset to the mobile phone 2; The new version of Bluetooth software will support connecting two Bluetooth devices at the same time, connecting to PC via BT dongle.

13. How long does the UH38-dual headset enter the sleep mode when it is on standby?

If you do not connect headset to any devices for 5 minutes, the headset will enter sleep mode.

14. How to wake up a sleep mode headset?

You can click the Mobile button or connect the headset to a USB device to wake up the headset.

15. 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.

16. How to turn on the UH38 busylight?

You can simultaneously press and hold the +/- volume button for 5 seconds to turn on the busylight when the headset is not in a call. The red light on the side of the headset is always on and the voice prompts busylight on. You can simultaneously press and hold the +-volume button for 5 seconds to turn off the busylight.

17. Does the UH38 support the music mode?

Yes, the UH38 music mode supports a range from 20Hz to 20kHz.

18. Why does UH38-dual have a built-in battery, but UH38-mono does not?

Among high-end USB office headsets, most people use binaural headsets. There are mobile scenarios, so the battery version is supported. Single-ear headsets are generally used in call centers, and there are fewer mobile scenarios in Call Centers, so the battery version is not supported.

19. How long is the call life of the UH38 headset?

The UH38 Dual Headset has a built-in battery, and its call life can reach 8h. The UH38-Mono has no built-in battery.

20. How long can the UH38 headset battery last?

According to the data provided by our R&D, the battery capacity after 3 years of regular use of the headset is 80%-90% of the maximum capacity, but it depends on different usage conditions. In theory, there is no limit to the charging time of headset. The more times you charge the battery, the smaller the battery capacity.

21. What client soft or IP phone does UH38 support?

See the compatibility list for details: https://support.yealink.com/en/portal/compatible.

22. How to restore factory settings?

You can press and hold the mute key and the Teams/Voice Assist key for 6 seconds to restore the factory settings, which will clear the list of paired devices and reset all settings.