

## HOW TO USE YEALINK HEADSETS WITH YEALINK DESK PHONES



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#### Yealink Headset Solution for Yealink T3X Phones

- [T30P / T31P / T31G / T31W / T31 / T33P / T33G / T34W](#)

##### 1. Support Headsets and Desk Phones:

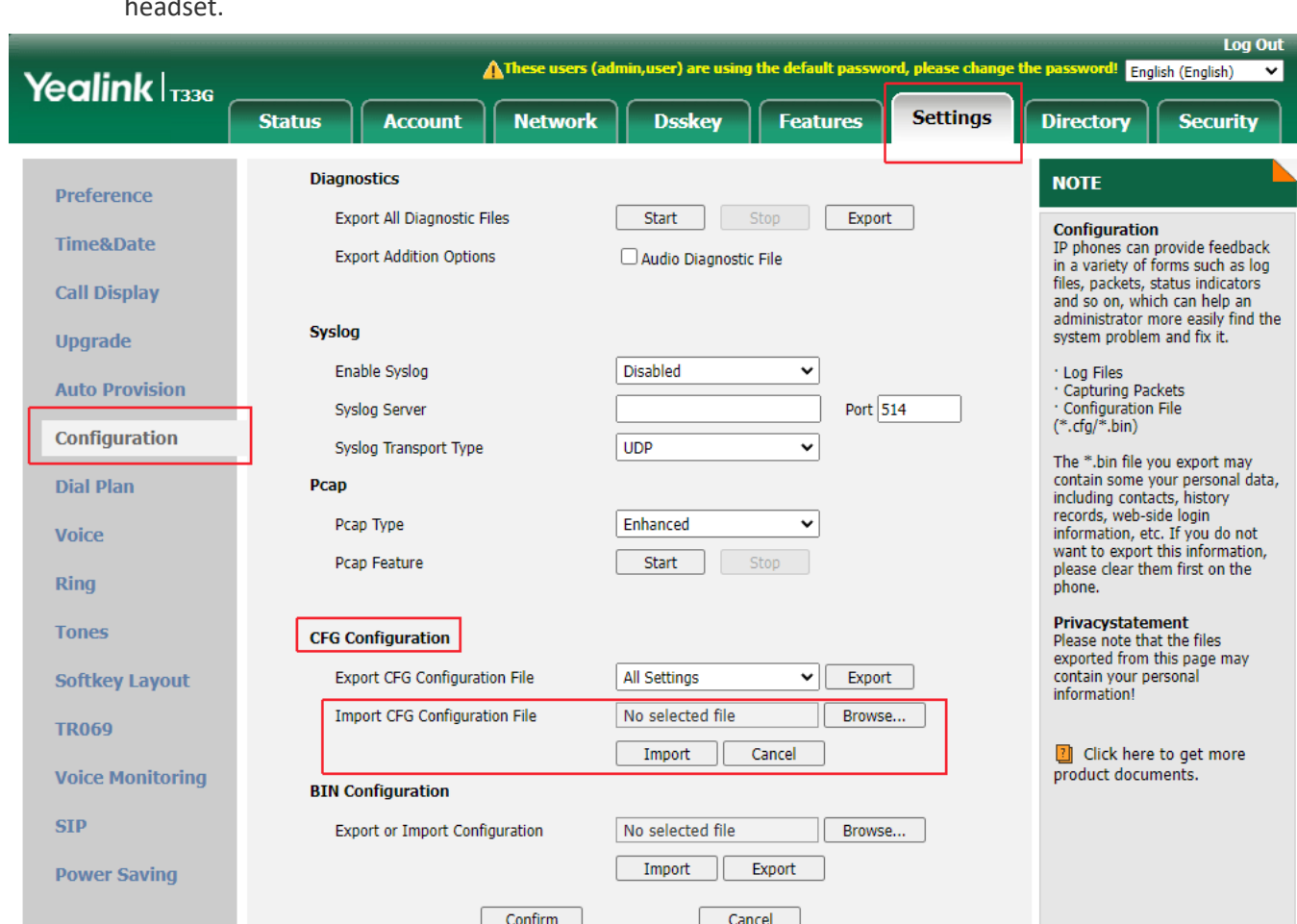
- DECT Wireless Headsets: WH62 / WH63 / WH64 / WH63 E2 / WH68;
- Bluetooth Wireless headsets: BH70 / BH71 Pro / BH71 Workstation / BH74 / BH76 Plus;
- USB Wired Headsets: UH34 / UH35 / UH36 / UH37 / UH48;
- QD-RJ9 Wired Headsets: YHS33 / YHS34 / YHS36; **(Only Support Audio)**

##### 2. Connection Tips:

- **[Call Control Supported]** DECT & USB headset supports call control with **T34W** via **USB**. The **Bluetooth** headset supports call control with **T34W** via **BT51**.
- **[Call Control Supported]** **WH62 / WH63** headset supports call control with other **T3X** desk phones, please use [EHS35](#) or [Telephone Cable for WH62/WH63](#) to connect them.
- **[Call Control Supported]** **WH64 / WH63 E2 / WH68** headset supports call control with other **T3X** desk phones, please use the [Telephone Cable for WH64/WH65/WH68](#) to connect them and make sure the **WH64** firmware version is [32.421.0.5](#) and other headset firmware is the latest.

##### 3. Settings:

- Please make sure the headset version is the latest and the desk phone version is x.86.x.x or higher. Please follow the link to [download the latest version of Yealink USB Connect](#) and check the headset's firmware version.
- If the Call Control function for **WH62 / WH63 / WH64 / WH63 E2 / WH68** cannot work, please check below:
  - a) Please manually log in to the desk phone's web user interface and import the [configuration file](#).
  - b) Press the **OK** button to get the IP address on the desk phone.
  - c) Open your browser and enter the IP address.
  - d) After logging in, go to **Settings > Configuration > Import CFG Configuration File** to import the file.
  - e) After the configuration, please press the headset button on the T3X desk phone to let the phone recognize the headset.



#### Yealink Headset Solution for T4X Desk Phone

- [T4XP/G: T48G/T46G/T42G/T41P/T40G/T40P](#)
- [T4XS: T48S/T46S/T42S/T41S](#)
- [T4XU/W: T48U/T46U/T44W/T44U/T43U/T42U](#)

##### 1. Support Headsets:

- DECT Wireless Headsets: WH62 / WH63 / WH64 / WH63 E2 / WH66 / WH67 / WH68;
- Bluetooth Wireless headsets: BH70 / BH71 Pro / BH71 Workstation / BH74 / BH76 Plus;
- USB Wired Headsets: UH34 / UH35 / UH36 / UH37 / UH48;
- QD-RJ9 Wired Headsets: YHS33 / YHS34 / YHS36; **(Only Support Audio)**

##### 2. Connect Tips:

- **Support Call Control with the T4XG & T4XP:**
  - a) Connect **WH62 / WH63** to T4XG & T4XP, please use [EHS61](#) to connect them.
  - b) Connect **WH64 / WH63 E2 / WH68** to T4XG & T4XP, please use [EHS62](#) to connect them.
  - c) Connect **BH71 Workstation** to T4XG & T4XP, please use [EHS61](#) to connect them. (Please make sure your Workstation's version is V1.)
  - d) The **USB** headsets **cannot** connect to T4XG & T4XP.
  - e) The **Bluetooth** headsets with BT41 **cannot** connect to T4XG & T4XP.
  - f) The desk phone firmware version requires V86 or higher.
  - g) Connect **WH62 / WH63 / WH64 / WH63 E2 / WH68** to T4XG & T4XP via **Telephone cable**, it **only supports audio**.
- **Support Call Control with the T4XS & T4XU & T4XW:**
  - a) Connect the **DECT** headsets to T4XS or T4XU or T4XW, we suggest connecting them via USB.
  - b) Connect the **Bluetooth** headsets to T4XS or T4XU or T4XW, we suggest using [BT51](#) to connect. For **BH71 Workstation**, please use USB to connect them.
  - c) If you just want to use **Bluetooth** to connect the T4XS or T4XU or T4XW, you can use [BT41](#) to enable the phone to have Bluetooth function and use Bluetooth to connect them.
  - d) The desk phone firmware version require V86 or higher.
  - e) Connect **WH62 / WH63 / WH64 / WH63 E2 / WH68** to T4XS or T4XU or T4XW via **Telephone cable**, it **only support audio**.

#### Yealink Headset solution with T5X Desk Phone

- [T53 / T53W / T54W / T57W / T58A / T58V / T58W / T58W Pro](#)

##### 1. Support Headsets:

- DECT Wireless Headsets: WH62 / WH63 / WH64 / WH63 E2 / WH66 / WH67 / WH68;
- Bluetooth Wireless headsets: BH70 / BH71 Pro / BH71 Workstation / BH74 / BH76 Plus;
- USB Wired Headsets: UH34 / UH35 / UH36 / UH37 / UH48;
- QD-RJ9 Wired Headsets: YHS33 / YHS34 / YHS36; **(Only Support Audio)**

##### 2. Connect Tips:

- **Support Call Control with T5X:**
  - a) To connect the **DECT** headsets to T5X, we suggest connecting them via USB.
  - b) To connect the **Bluetooth** headsets to T5X, we suggest using [BT51](#) to connect. For **BH71 Workstation**, please use USB to connect them.
  - c) If the phone has **built-in Bluetooth**, you can also use Bluetooth to connect the headset with the T5X desk phone, but we suggest using USB or [BT51](#).
  - d) The desk phone firmware version requires V86 or higher.
  - e) Connect **WH62 / WH63 / WH64 / WH63 E2 / WH68** to T5X via **Telephone cable**, it **only support audio**.

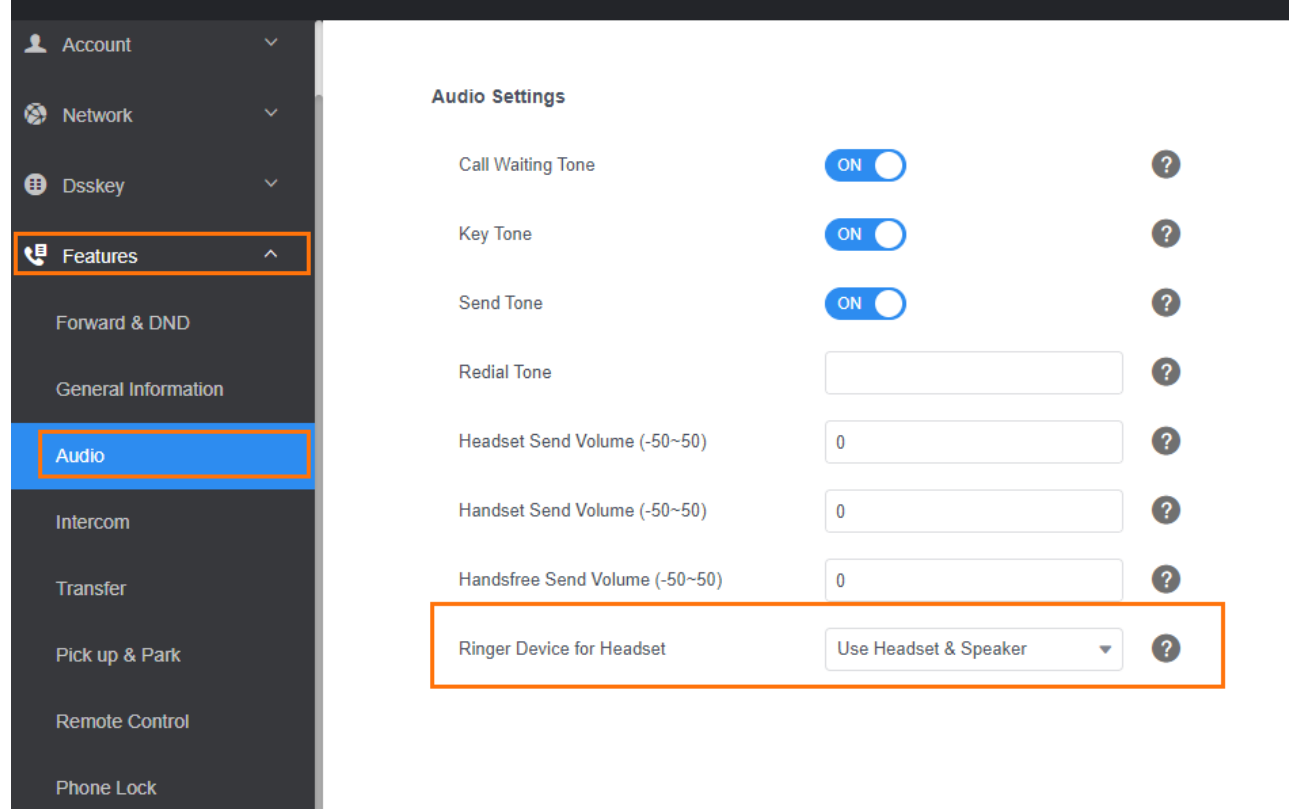
### Troubleshooting

#### 1. The headset cannot Call Control with T4X or T5X desk phone.

##### • Step 1:

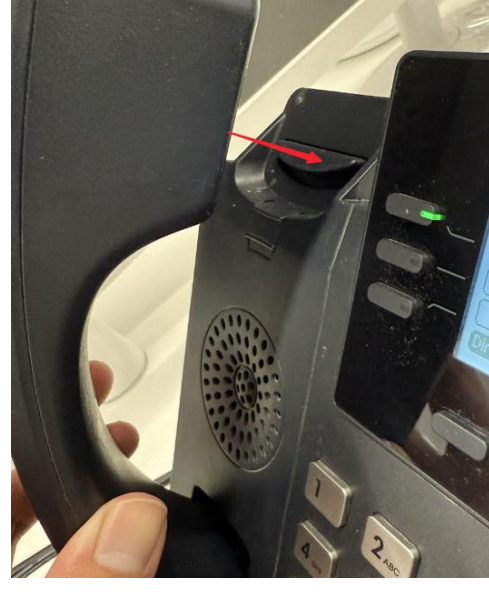
Please make sure you have **set the ringer device** to **“Use Headset & Speaker”** on the phone side first.

- a) Press the **OK** button to get the IP address on the desk phone.
- b) Open your browser and enter the IP address. (e.g., http://192.168.0.10 or 192.168.0.10)
- c) Input the Username and Password. (The default Username and Password are: admin)
- d) On the web user interface, go to **Features > Audio > Ringer Device for Headset**.



##### • Step 2:

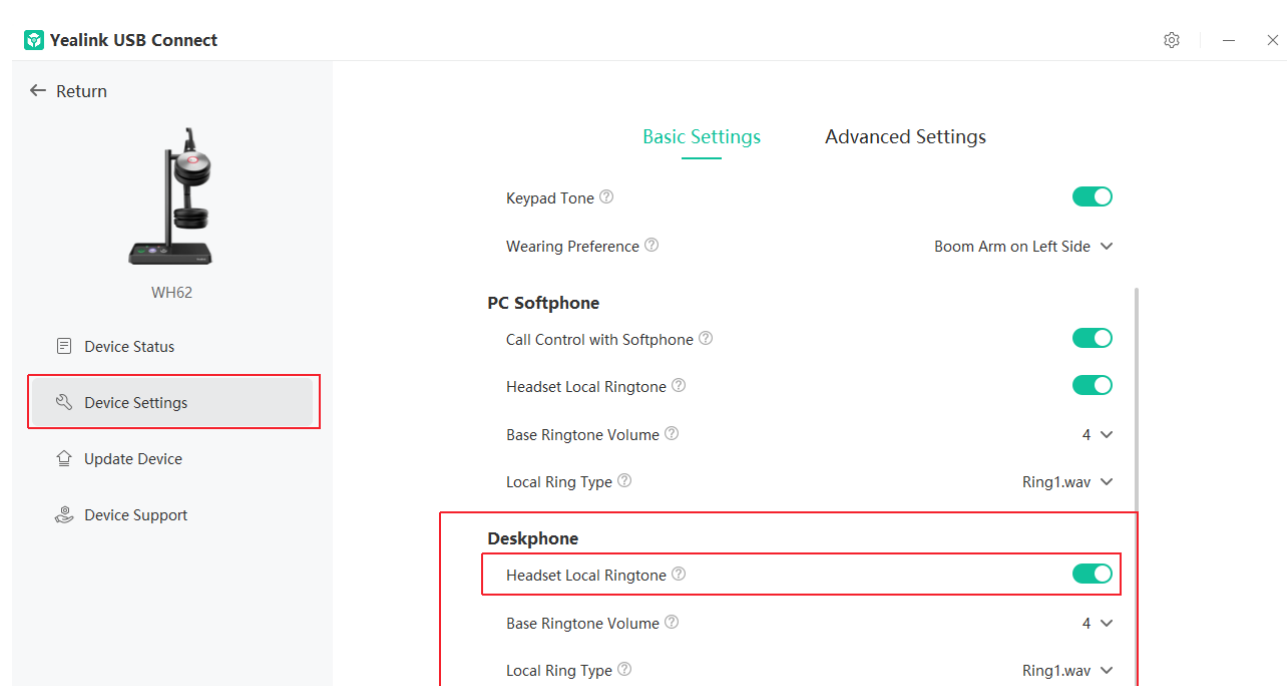
Please make sure the **original handset** of the desk phone is already on the phone. (If the handset is not on the phone, the headset channel will be occupied and cannot be used.)



If the problem still persists, please [submit the headset ticket](#).

#### 2. The headset doesn't have a ringtone when a call comes in.

- Please follow the link to download [Yealink USB Connect](#) to your PC.
- Connect the headset to your PC, go to Yealink USB Connect, and select your headset.
- Go to Device Settings -> Basic Settings -> Deskphone, enable the Headset Local Ringtone.



- If the problem still persists, please [submit the headset ticket](#).

#### 3. Related Topic:

- [Video: How to Update Yealink WH6X Firmware through Yealink USB Connect](#)
- [Link on How to Update Yealink BH71 Firmware through Yealink USB Connect](#)
- [Link on How to Update Yealink BH7X Firmware Through Yealink USB Connect](#)
- If you have any other questions, please create a ticket on [ticket.yealink.com](#).