Yealink – UC Headset WH62 \ WH63 Can't Recognize Handset

If you experience any issue with the headset not being recognized by the telephone please try the steps below to resolve the issue.

- 1. Check to ensure all connections are connected.
- 2. Upgrade Yealink USB Connect to the latest version.
- 3. Check if the headset can be recognized by the P.C. by running USB Connect.
- Quit and restart USB Connect to check if that resolves the issue.
- 5. Re-plug the USB cable into the PC multiple times and check if that resolves the issue.
- 6. Change to another PC to check if the headset can be recognized by the Yealink USB Connect.

If your issue is not resolved, please open a support ticket.

If possible, please copy and paste the two files, "UI-xx.log"
and "integratedservice-x.log" from
%USERPROFILE%\AppData\Roaming\Yealink\Yealink Connect\log
and include them in you email ticket.

How to obtain the files;

- 1. Click the Windows key and type run.exe then press enter.
- 2. Copy %USERPROFILE%\AppData\Roaming\Yealink\Yealink
 Connect\log and paste it into the Open field
- 3. Press enter.
- 4. copy and paste the two files "UI-xx.log" &
 "integratedservice-x.log" into an email and send a
 ticket to support@firelinecommunications.com

	Type the name of a program, fold resource, and Windows will open	ler, document, or Internet it for you.
Open:	%USERPROFILE%\AppData\Roa	ming\Yealink\Yealink Cc 、

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