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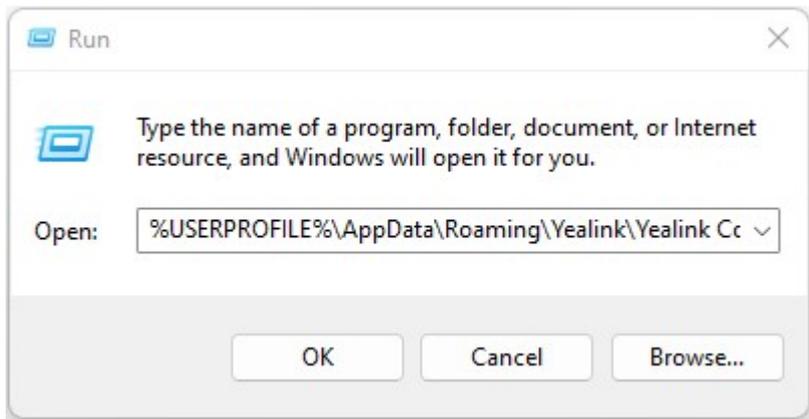
1. Check to ensure all connections are connected.
2. Upgrade Yealink USB Connect to the latest version.
3. Check if the headset can be recognized by the P.C. by running USB Connect.
4. Quit and restart USB Connect to check if that resolves the issue.
5. Re-plug the USB cable into the PC multiple times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

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