Yealink EHS62 User Guide

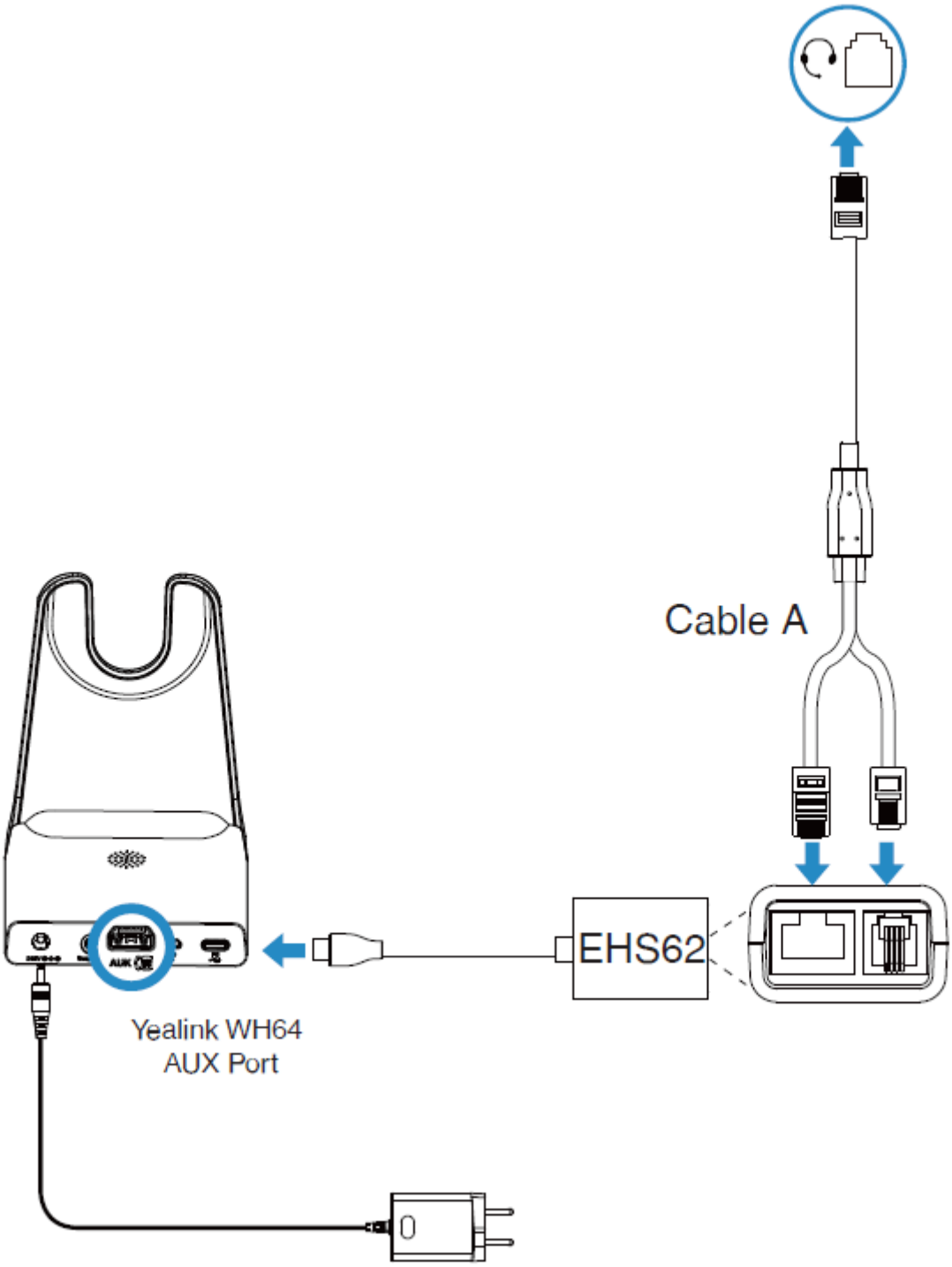
Introduction

You can connect the USB phone port of WH64 to the EHS port of Mitel & Unify Phone, Avaya/Grandstream IP Phone, Yealink IP Phone, and Cisco/Poly IP Phone to be compatible with WH64 for call control.

Connect the IP Phone and the Headset

- ### Mitel & Unify Phone

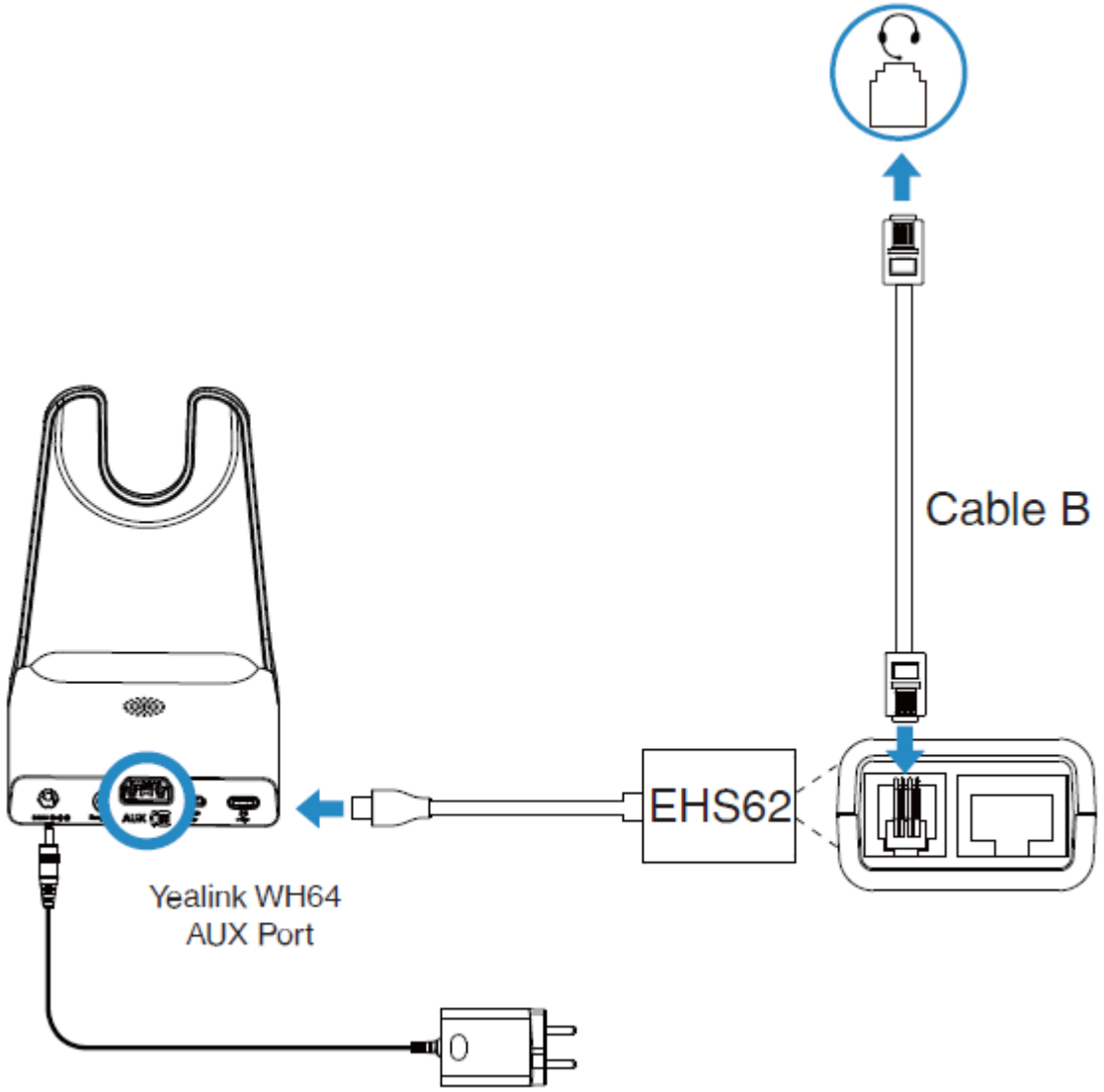
1. For Mitel Phones, you need to go to the phone's setup menu to enable the EHS feature for the first time. Once the phone is configured, you can connect the EHS62 cord and headset.
   a. In the Settings interface, press **Audio** > **Audio Mode** to select Headset or Speaker/Headset or Headset/Speaker.
   b. Return to the **Settings** interface, and press **Audio** > **Headset** to select DHSG is **ON**.
2. For Unify Phones, you can plug and play.



- **Avaya/Grandstream IP Phone**

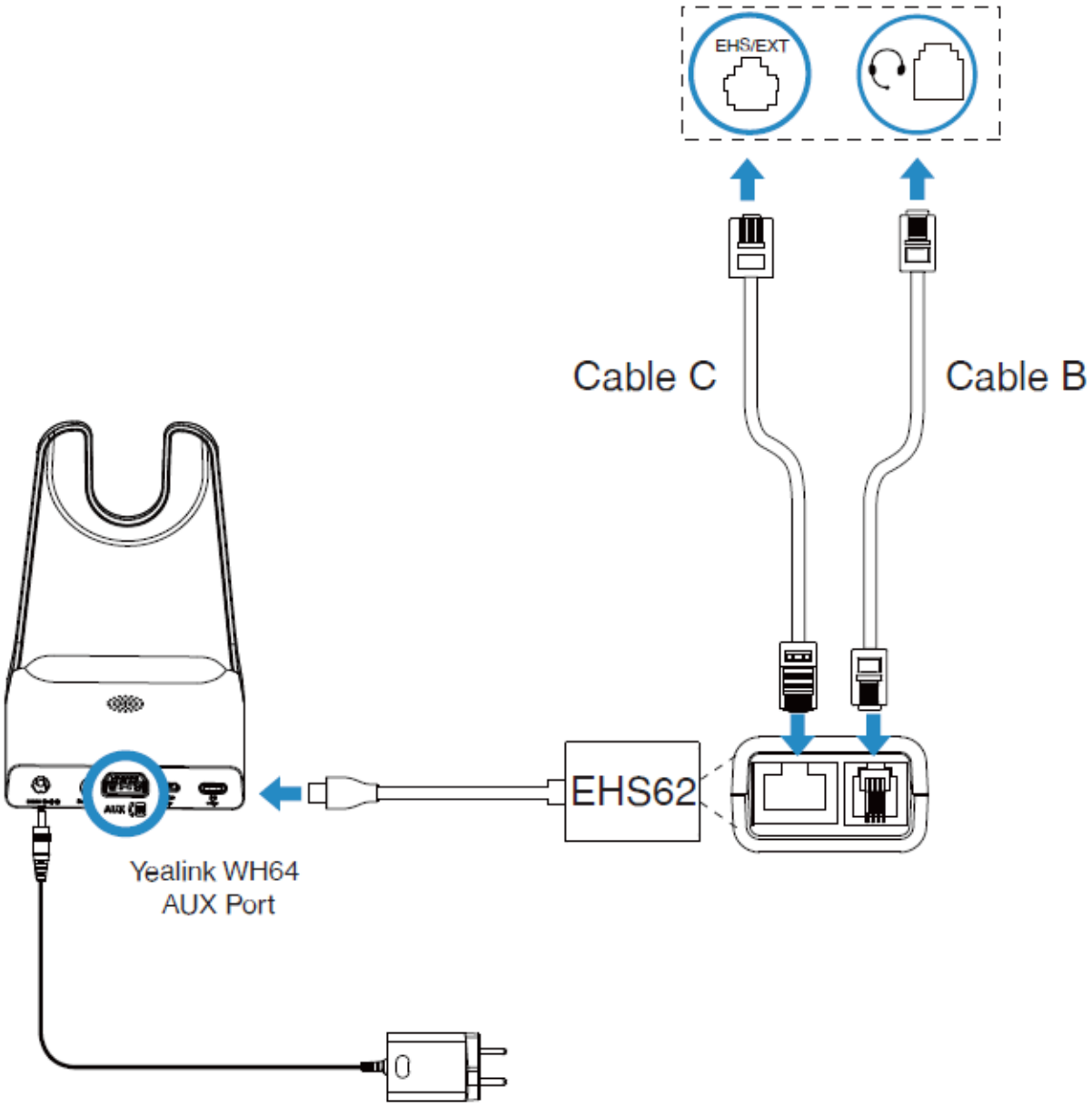
1. For Avaya phones, you need to go to the setup menu of the phone to enable the EHS feature. Once the phone is configured, you can connect the EHS62 cord and headset.
   Turn "**switch hook and alert"** to **ON** at the path: **Setting**s> **audio** > **headset signaling** > switch hook and alert **ON** or **Options & Settings**> **Call settings** > **headset signaling** > switch hook and alert **ON**.
2. For Grandstream phones, you need to enable the EHS feature for this phone on the server side. Once the phone is configured, you can connect the EHS62 cord and headset.
   a. Set **HEADSET key mode** to **Default Mode** or **Headset/Hands-free Mode**.

b. Set **Headset Type** to **Plantronics EHS**.
c. Set **Always Ring Speaker** to **Yes**.

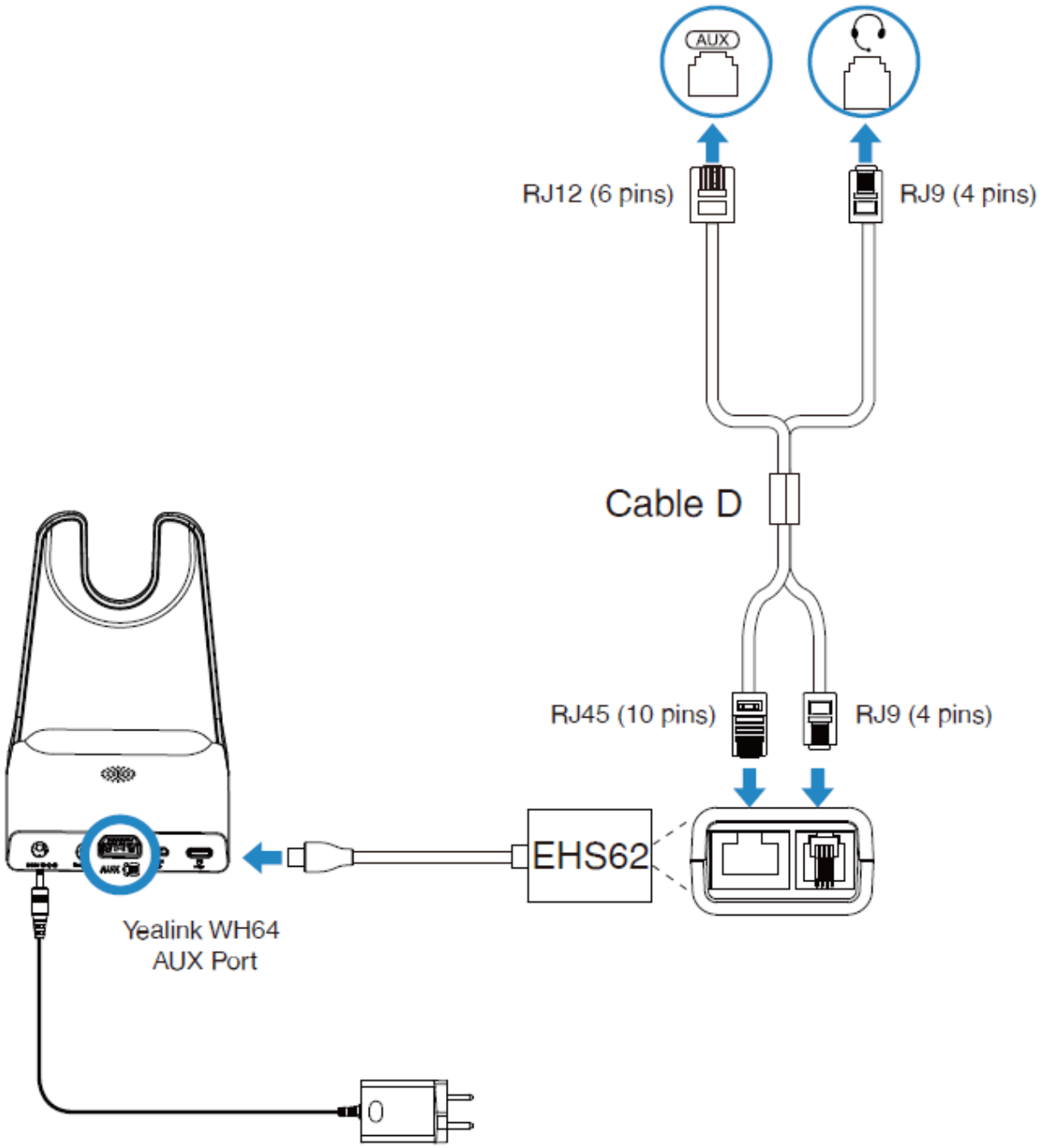


- **Yealink IP Phone**

For Yealink Phones, you can plug and play.



- **Cisco IP Phone**

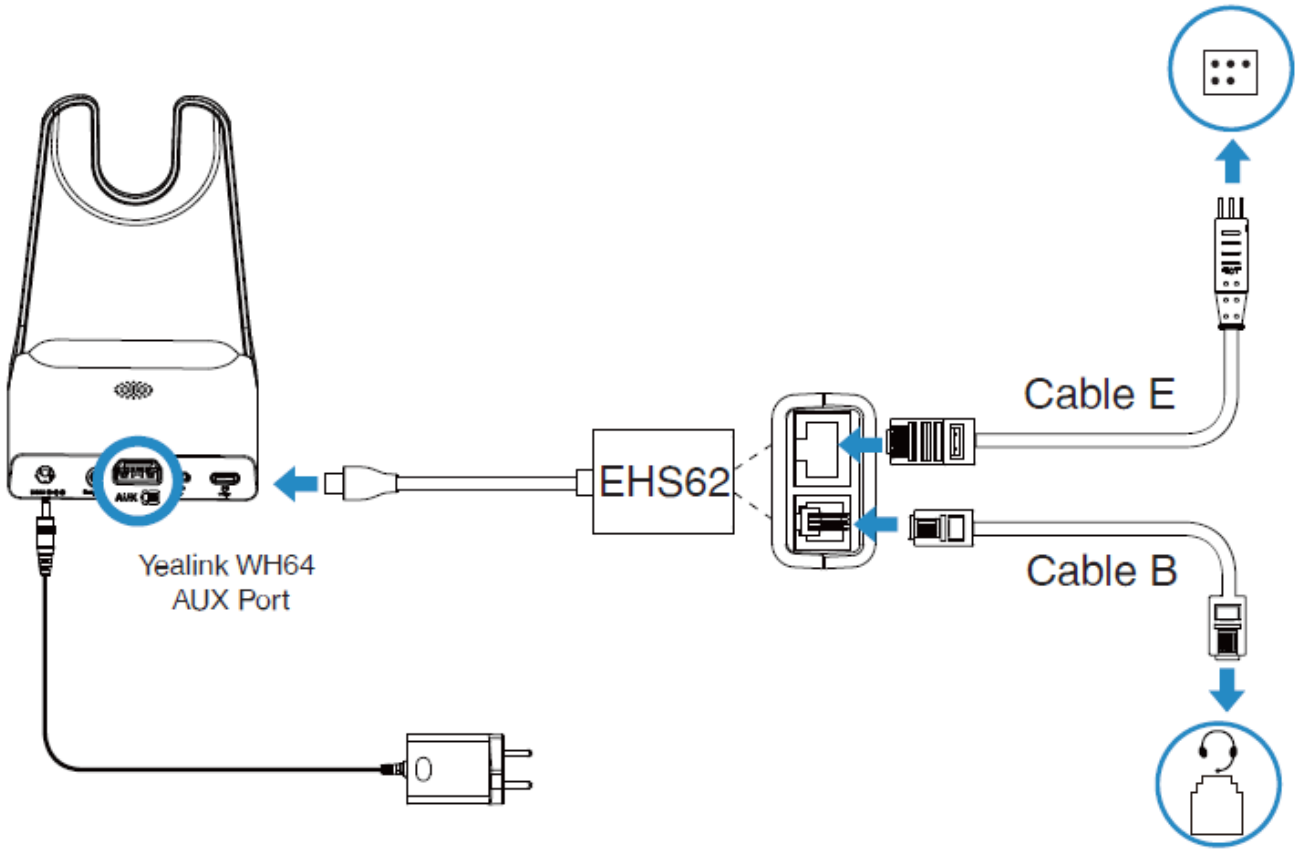


- **Poly IP Phone**

You need to go to the setup menu of the phone to enable the EHS feature.

Once the phone is configured, you can connect the EHS62 cord and headset.

Set Hookswitch Mode to Jabra or Sennheiser mode at the path: **setting** > **basic** > **preferences** > **Headsethook** > **switch mode**.



Update EHS62

Make sure the product label sticker on your WH64 base has **EHS62 Supported**. Then you can use the device to upgrade EHS62.

Procedure

1. Update WH64 to the latest firmware version via Yealink USB Connect. You can refer to Update Firmware.
2. Connect EHS62 to the Phone port of the WH64 base. If the **Phone** button glows white, the connection is successful.
3. Connect the PC port of the WH64 base to a PC.

Results

EHS62 automatically triggers the update.

- During the upgrade, the **Phone** button on the WH64 base flashes white and green alternately.
- If the upgrade is successful, the **Phone** button on the WH64 base will glow green for 5 seconds and then go off.
- If the upgrade fails, the **Phone** button on the WH64 base will flash white for 5 seconds and then be off. Then you can reconnect, and it will upgrade again.

- Reject any call or answer operations during the upgrade.
- Please update the phone to the latest firmware version.