DECT Wireless Headset

WH6X Portable Release Note

December 2022, Version x.433.0.15

Latest Firmware Versions

- Firmware Version: 19.420.0.15 Download Firmware.

- Applicable Models: WH62 Portable, WH63 Portable

What's new

No.	Description	Model
1	Support ed WH62 Portable/WH63 Portable can be compatible with the IP Phone of Yealink Polycom and Snom.	WH62 Portable/WH63 Portable
2	Supported managing WH62 Portable/WH63 Portable via Yealink USB Connect application.	WH62 Portable/WH63 Portable
3	Added the Narrowband feature to provide better battery life for the headset. You can set it in the Yealink USB Connect application.	WH62 Portable/WH63 Portable
4	Added the Auto-Switch feature for the headset. After the headset is powered on, the headset will automatically search and reconnect to the paired base or WDD60 dongle.	WH62 Portable/WH63 Portable

Optimization

No.	Description	Model
1	Optimized WH6X is compatible with third-party software and supports Yealink SDK V20.	WH62 Portable/WH63 Portable
2	Optimized the sending volume of the headset's microphone is the maximum by default when in a call.	WH62 Portable/WH63 Portable

Bug Fixes

No.	Description	Model
1	Fixed an issue that the mono headset only played the left channel audio when calling or playing music	WH62 Portable/WH63 Portable
2	Fixed an issue when WH62 Portable/WH63 Portable connects to Macbook Pro, pressing the headset MFB button to answer the SFB phone but it becomes rejected	WH62 Portable/WH63 Portable
3	Fixed an issue that the Macbook Pro was out of sync with the headset when pressing the headset volume button to adjust the volume	WH62 Portable/WH63 Portable

WH6X Series Release Note

August 2023, Version x.435.0

Latest Firmware Versions

- Firmware Version:

  Yealink WH62/WH63: 104.434.0.25 upgraded to 104.435.0.5 Download Firmware.
  Yealink WH66/WH67: 125.434.0.20 upgraded to 125.435.0.5 Download Firmware.

- Applicable Models: WH62, WH63, WH66, WH67

What's new

No.	Description	Model
1	Added the Wearing Preference feature for binaural headsets to select left and right channel audio output according to different wearing methods. It can be configured through the Yealink USB Connect.	WH62/WH63
2	Added the Busylight to set the Busylight status for WH6X. It can be configured through the Yealink USB Connect.	WH62/WH63/WH66/WH67
3	Added MFB Once to Second Call feature. By default, the feature is to end the current call and answer the new call when receiving a second call. It can be configured through the Yealink USB Connect.	WH62/WH63/WH66/WH67
No.	Description	Model

1	Optimized the third-party phones' USB compatibility, supporting connecting the headset to Avaya/Poly/Grandstream/Snom/Fanvil phones directly. For more information, please refer to the WH6X compatibility list.	WH62/WH63/WH66/WH67
2	Optimized the compatibility of EHS60 with third-party phones, supporting connecting the headset to Cisco/Avaya/Poly/Grandstream/Fanvil phones through the EHS60. For more information, please refer to the EHS60 compatibility list.	WH62/WH63
3	Optimized the compatibility of EHS61 with third-party phones, supporting connecting the headset to Mitel/Unify/Yealink phones through the EHS61. For more information, please refer to the EHS61 compatibility list.	WH62/WH63

Bug Fixes

No.	Description	Model
1	Fixed an issue: when the WH66/67 is connected to the Yealink T54W phone via a USB cable, the Base LCD screen cannot synchronize the number after entering the number on the phone.	WH66/WH67
2	Fixed an issue: when the WH66/67 is connected to the Yealink T54W phone via a USB cable, the Base LCD screen will display that the USB is disconnected and reconnected if tapping the phone card on the Base LCD screen	WH66/WH67

May 2023, Version x.434.0

Latest Firmware Versions

- Firmware Version:

  Yealink WH62/WH63: 104.433.0.25 upgraded to 104.434.0.25 Download Firmware.
  Yealink WH66/WH67: 125.433.0.20 upgraded to 125.434.0.20 Download Firmware.

- Applicable Models: WH62, WH63, WH66, WH67

What's new

No.	Description	Model
1	ASupported connecting the WH62/WH63 to the third-party IP phone (Avaya/Poly/Yealink/Grandstream/Fanvil/Mitel/Unify) via the EHS35 Wireless Headset Adapter, which supports call audio sending and playback.	WH62/WH63
2	Added the **Environment Adaptation** (including Quiet Environment and Noise Environment) feature. The default setting is **Quiet Environment**. If you want to increase the sending volume, you can select the Noise Environment. You can set it in the Yealink USB Connect application.	WH62/WH63/WH66/WH67
3	Added the **Auto Play when Docked** feature. You can dock the headset to the base to play audio when not on a call, and the sound is played on the speaker or headset (Speaker is by default). You can set it in the Yealink USB Connect application.	WH66/WH67
4	Supported viewing the SN number of the headset in the Device status of the Yealink USB Connect.	WH62/WH63/WH66/WH67

Optimization

No.	Description	Model
1	Added a new ring type for Local Ringtone Type.	WH62/WH63
2	Optimized the headset's battery level in the base screen.	WH66/WH67

Bug Fixes

No.	Description	Model
1	Fixed an issue: there is a small probability that both parties will be silent when connecting the WH62/63 to the Yealink phone via USB for long-time calls (more than 1 hour).	WH62/WH63
2	Fixed an issue: when the phone has multiple incoming calls, the WH62/63 still rings after answering the call on the phone (WH62/63 is connected to the phone via the USB cable).	WH62/WH63
3	Fixed an issue that the headset upgrades failed.	WH62/WH63/WH66/WH67
4	Fixed an issue that the new call will be picked up when you lift up the microphone boom arm.	WH66/WH67
5	Fixed the abnormal change in battery level.	WH66/WH67
6	Fixed an issue that the microphone will be unmuted automatically after entering the meeting when you mute the microphone on the meeting preview screen.	WH62/WH63/WH66/WH67

December 2022, Version x.433.0

Latest Firmware Versions

- Firmware Version:

  Yealink WH62/WH63: 104.432.0.15 upgraded to 104.433.0.25 Download Firmware.

  Yealink WH66/WH67: 125.432.0.15 upgraded to 125.433.0.20 Download Firmware.

- Applicable Models: WH62, WH63, WH66, WH67

What's new

No.	Description	Model
1	Added the Narrowband feature to provide better battery life for the headset. You can set it in the Yealink USB Connect application.	WH62/WH63/WH66/WH67
2	Added the Auto-Switch feature for the headset. After the headset is powered on, the headset will automatically search and reconnect to the paired base or WDD60 dongle.	WH62/WH63/WH66/WH67
3	Added the Handsfree when Docked feature to automatically switch the headset's call to the base's handsfree mode when the headset is docked on the base during a call. You can enable it in the Yealink USB Connect application.	WH66/WH67
4	Supported registering the headset to W70B DECT IP Base Station to achieve the **Push-to-Talk** feature.	WH62/WH63/WH66/WH67

Optimization

No.	Description	Model
1	Optimized WH6X is compatible with third-party software and supports Yealink SDK V20.	WH62/WH63/WH66/WH67
2	Optimized the sending volume of the headset's microphone is the maximum by default when in a call.	WH62/WH63/WH66/WH67

Bug Fixes

No.	Description	Model
1	Fixed an issue that the base cannot clear the registration information when the headset unregisters from the base.	WH62/WH63/WH66/WH67
2	Fixed an issue when you connect the WH66/67 to an IP phone and restart the base, but the base displays "PC Softphone".	WH66/WH67
3	Fixed an issue that the abnormal text displayed in the boot-up guide on the LCD screen.	WH66/WH67
4	Fixed an issue that failed to update the headset.	WH62/WH63/WH66/WH67
5	Fixed an issue when you are on a call, you mute the headset, and the headset is in an abnormal state after the called party ends the call.	WH62/WH63/WH66/WH67
6	Fixed an issue after disconnecting the WH62/63 from the PC, pressing the base's PC key will trigger the Phone key.	WH62/WH63

June 2022, Version x.432.0.15

Latest Firmware Versions

- Firmware Version:

  Yealink WH62/WH63: 104.432.0.5 upgraded to 104.432.0.15 Download Firmware.

  Yealink WH66/WH67: 125.432.0.5 upgraded to 125.432.0.15 Download Firmware.

- Applicable Models: WH62, WH63, WH66, WH67

What's new

None

Optimization

No.	Description	Model
1	Optimized the local ringtone feature. The setting option is enabled by default that the headset plays the built-in ringtone on an incoming call from the phone.	WH62/WH63

Bug Fixes

No.	Description	Model
1	Fixed the no sound issue on calls when the headset connects to the T3X phone with EHS35.	WH62/WH63
2	Fixed the echoing issue on calls when the headset connects to the Cisco phone with EHS60.	WH62/WH63
3	Fixed the software upgrade failure issue.	WH62/WH63/WH66/WH67

Product Introduction

Datasheet

WH6X Series

WH62 Datasheet

Excellent Work Partner for Phone and UC Communication

The Yealink WH62 is a new entry-level DECT wireless headset, with WH62 Dual and WH62 Mono two models. Work seamlessly with major UC platforms and integrate natively with Yealink IP phones. Yealink's Full-band Audio Technology and Acoustic Shield Technology make you talk and hear clearly during phone calls and enjoy the stereo crystal music experience. With easily on-ear control, interruption free, and comfortable wearing, WH62 is a nice partner either for communicating or collaborating.

Acoustic Shield Technology	Optima Audio Experience	All Day Wearing Comfort	Built-in Ringer
Multiple Devices Connection	Customizable Busylight	Easy Management	Plug and Play

Key Features

- 2 Micro-USB connection
- Ringer on the base
- Supports busylight
- Yealink Acoustic Shield Technology
- Teams and Skype for Business compatible
- Talking Time up to 14h (Dual)/13h (Mono)
- Wireless range up to 160 m

WH62 Mono Teams
WH62 Mono UC

WH62 Dual Teams
WH62 Dual UC
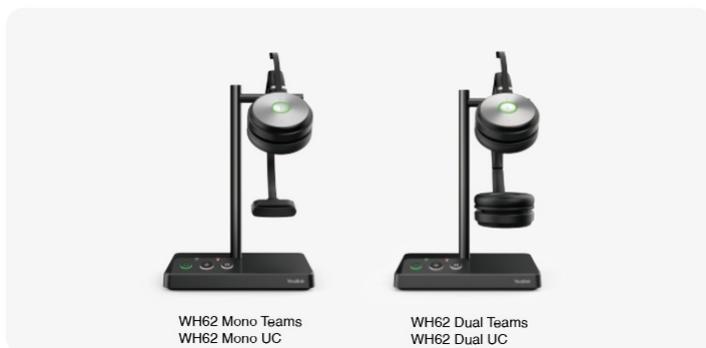
Native Integration

No more EHS adapters are needed, connect the desk phone directly with one USB cable. And 2 Micro USB ports contained in the base, supporting connection to PC and IP phone simultaneously. Integrated deeply with Yealink IP Phones, you can just feel the crystal call experience at the moment of wearing WH62. Also work with popular UC platforms, achieving all-around collaboration.

Be Heard Crystal Clearly

With Yealink Acoustic Shield Technology, the two Microphones built in WH62 block the background noise automatically but ensure participant's voice is heard clearly, greatly boosting the communication efficiency.

Interruption Free

4

Busylight is enabled in WH62. With the light on the headset or BLT60 on the desk turning red, people around you would know that you are on the phone, instead of interrupting you unknowingly. Just stay focused on conversation, for higher efficiency, for better collaboration.

All-Day Comfort

Based on hundreds of head form evaluations and thousands of wearing comfort tests, WH62 well meets the ergonomic requirements. Besides, with premier soft leather cushions and lightweight design, you can wear it all day comfortably. WH62 conference headset can also free you up to 160 m away from the desk for more workspace freedom.

Specifications

Specifications	Introduction
General	· 5 feature buttons · 2 micro USB 2.0 port · USB connectivity to PC and IP phone · Integrated busylight LED indicator · Boom arm adjustable: 320° · Charging stand (for headset)
Battery	· Talk time: up to 13 hours (Mono), up to 14 hours (Dual) · Standby time: 90 hours (Mono), 125 hours (Dual) · Charging time: 2.5 hours (5 V/1.2 A)
DECT	· Wireless range: up to 160 m/525 feet · Secure DECT (level): Step C: authentication – DSAA2, encryption – DSC2 (128 bit)
Audio (Headset)	· Microphone type: dual microphone · Microphone sensitivity: -44.0+/-3 dBV · Microphone frequency range: 100 Hz-10 kHz · Speaker size: Φ 28 · Speaker sensitivity: 92.5+/-3 dB, 0.179 V · Speaker impedance: 32+/-4.8 Ω · Speaker max output power: 10 mW · Speaker frequency range: 20 Hz-20 kHz · Talk mode: wideband, 100 Hz~8 kHz, 16 kHz sample rate · Music mode: full-band, 20 Hz~20 kHz, 48 kHz sample rate, Stereo (Stereo only supported by Dual headset) · Hearing Protection - Peak Block Protection (EN50332) - Australian G616 Protection (AU G616) - Daily Noise Exposure Protection
Audio (Base)	· Ringer size: Φ 20 · Ringer sensitivity: 87+/-3 dB, 0.1 W, 0.1 M · Ringer impedance: 8+/-1.2 Ω · Ringer max input power: 1.5 W · Ringer frequency range: 100 Hz-10 kHz
Easy Call Management	· Answer/End/Reject a call · Volume up/down · Microphone mute · Move the microphone boom arm up to mute, or down to unmute
Package Features	· Package contents: - Base - Mono/dual headset - Power Adapter - 1.2 m USB 2.0 Cable - 0.8 m USB 2.0 Cable - Quick Start Guide · Optional accessories: - Busylight BLT60 · WH62 Mono: Base: 208 g, Headset: 80 g · WH62 Dual: Base: 208 g, Headset: 127 g · Qty/CNT: 10 PCS · N.W/CTN: WH62 Mono: 6.60 kg; WH62 Dual: 7.10 kg · Giftbox Size: 260 mm x 203 mm x 112 mm · Carton Meas: 575 mm x 530 mm x 218 mm

Connection

BLT60 (optional)
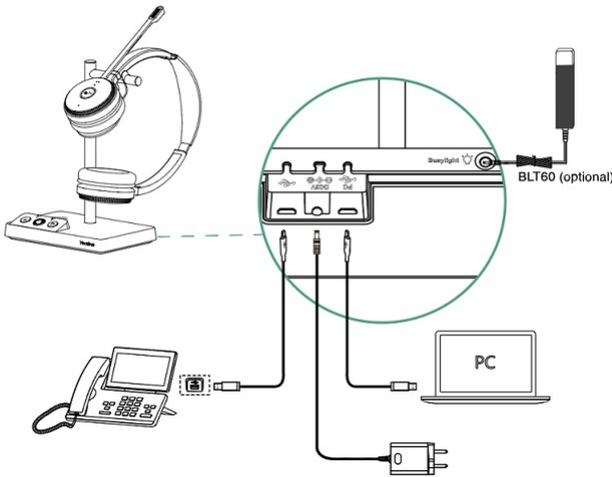
For more information, please go to the Yealink official website.

WH63 Datasheet

Excellent Work Partner for Phone and UC Communication

The Yealink WH63 is a new entry-level convertible DECT wireless headset. Work seamlessly with major UC platforms and integrate natively with Yealink IP Phones. For a crystal sound experience, Yealink Super Wideband HD Audio Technology and Acoustic Shield Technology make you talk and hear clearly during phone calls and video conferencing. Easily finger-touch control, 19 g lightweight design, interruption-free, WH63 is a nice convertible headset for work.

Acoustic Shield Technology

Optima Audio Experience

Four Wearing Options

Built-in Ringer

Multiple Devices Connection

Customizable Busylight

Easy Management

Plug and Play

Key Features

- USB Connection
- Ringer on the base
- Supports busylight

- Yealink Acoustic Shield Technology
- Teams and Skype for Business compatible
- Talking Time up to 7h
- Wireless range up to 120 m

WH63 Teams
WH63 UC

Native Integration

No more EHS adapters are needed, connect desk phones directly with one USB cable. And 2 Micro USB ports contained in the base, supporting connecting with PC and phone simultaneously. Integrated deeply with Yealink IP Phones, you can just feel the crystal call experience at the moment of wearing WH63. Also work with popular UC platforms, achieving all-around collaboration.

Be Heard Crystal Clearly

With Yealink Acoustic Shield Technology, the two Microphones built in WH63 block the background noise automatically but ensure participant's voice be heard clearly, greatly boosting the communication efficiency.

Interruption Free

Busylight is enabled in WH63. With the light on the headset or BLT60 on the desk turning red, people around you would know that you are on the phone, instead of interrupting you unknowingly. Just stay focused on conversation, for higher efficiency, for better collaboration.

Multiple wearing options

WH63 conference headset supports different ways of wearing, ear-hooks, headbands, and neckbands, satisfying personalized needs. It can also free you up to 120m away from the desk, enjoying a larger workspace and bettering work experience.

Specifications

Specifications	Introduction
General	· 5 feature buttons · 2 micro USB 2.0 port · USB connectivity to PC and IP phone · Integrated busylight LED indicator · Charging stand (for headset)
Battery	· Talk time: up to 7 hours · Standby time: 54 hours · Charging time: 2.5 hours (5 V/1.2 A)
DECT	· Wireless range: up to 120 m/394 feet · Secure DECT (level): Step C: authentication – DSAA2, encryption – DSC2 (128 bit)
Audio (Headset)	· Microphone type: dual microphone · Microphone sensitivity: -38.0+/-2 dBV · Microphone frequency range: 100 Hz-10 kHz · Speaker size: Φ 13.6 · Speaker sensitivity: 116+/-3 dB, 0.179 V · Speaker impedance: 32+/-4.8 Ω · Speaker max output power: 10 mW · Speaker frequency range: 20 Hz-14 kHz · Talk mode: wideband, 100 Hz~8 kHz, 16 kHz sample rate · Hearing Protection - Peak Block Protection (EN50332) - Australian G616 Protection (AU G616) - Daily Noise Exposure Protection
Audio (Base)	· Ringer size: Φ 20 · Ringer sensitivity: 87+/-3 dB, 0.1 W, 0.1 M · Ringer impedance: 8+/-1.2 Ω · Ringer max input power: 1.5 W · Ringer frequency range: 100 Hz-10 kHz
Easy Call Management	· Answer/End/Reject a call · Volume up/down · Microphone mute

Package Features	· Package contents: - Base - Headset - Headband - Power Adapter - 1.2 m USB 2.0 Cable - 0.8 m USB 2.0 Cable - Quick Start Guide · Optional accessories: - Busylight BLT60 - Neckband · Base: 124 g, Headset: 19 g · Qty/CNT: 10 PCS · N.W/CTN: 5.8 kg · Giftbox Size: 201 mm x 181 mm x 112 mm · Carton Meas: 592 mm x 384 mm x 220 mm

Connection
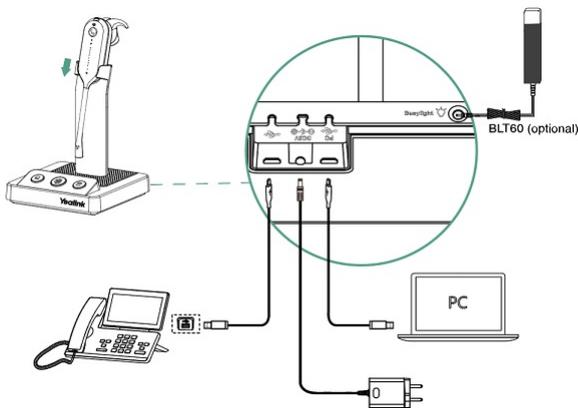
For more information, please go to the Yealink official website.

WH66 Datasheet
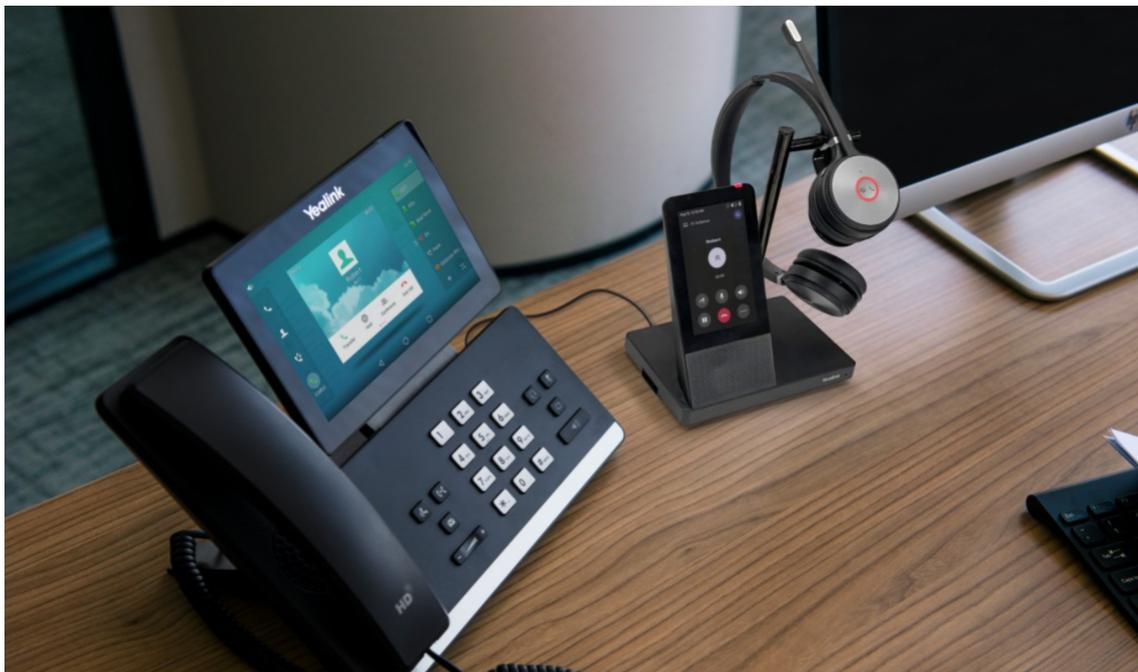
All-in-one UC Workstation Redefine Your Workspace

The Yealink WH66 is the Industry-leading DECT wireless headset, with WH66 Dual and WH66 Mono two models, opening an entirely new form of desktop collaboration. Work seamlessly with major UC platforms and integrate natively with Yealink IP Phones. 4.0 inch (480 x 800) capacitive touch screen of the base offers a new work experience, just one touch, all control. Act as a workstation, managing phone calls, connecting with multiple devices (desk phone/mobile phone/computer), charging mobile phones wirelessly, and even playing a speakerphone's role. Best of all, deploying such a multi-functional workstation only needs to plug in directly. Easiest things to do, greatest convenience to enjoy.

Acoustic Shield Technology

Optimal Audio Experience

Touch Screen LCD

Multiple Devices Connection

Speakerphone Mode

Built-in USB Hub

Qi Wireless Charger

Customizable Busylight

Key Features

- USB Connection
- 4.0 inch (480 x 800) capacitive touch screen
- Yealink Acoustic Shield Technology2-ports USB 3.0 hub
- Wireless mobile phone charger
- Crystal speakerphone
- Supports busylight
- Teams and Skype for Business compatible
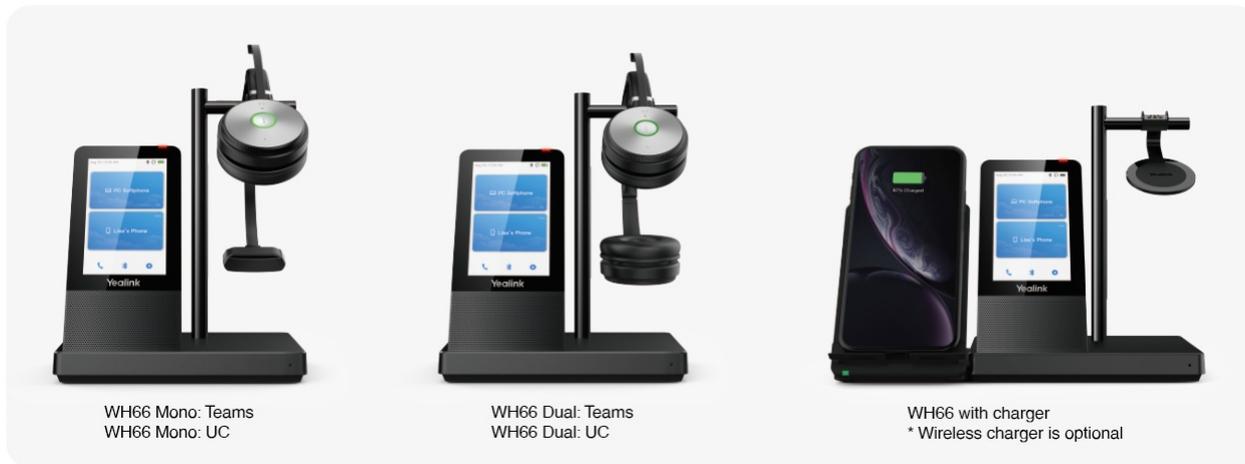
WH66 Mono: Teams
WH66 Mono: UC

WH66 Dual: Teams
WH66 Dual: UC

WH66 with charger
* Wireless charger is optional

All-in-One UC Workstation

Desktop collaboration boosts efficiency a lot especially when Working from Home, but it can be also annoying that the desktop is very messy with multiple device cables. Take control of your desktop collaboration environment with WH66:

- Connect all devices you want with built-in Bluetooth and USB ports.
- Expand the PC's connectivity with a 2-port USB 3.0 hub.
- Control all calls on the 4.0 inch (480 x 800) capacitive touch screen by simply finger touch.
- Function as a hand-free phone, freeing from wearing a conference headset.
- Charge your mobile phone wirelessly and transform it into a nice efficient conferencing device.

Be Heard Crystal Clearly

With Yealink Acoustic Shield Technology, the two Microphones built in WH66 block the background noise automatically but ensure participant's voice is heard clearly, greatly boosting communication efficiency.

Interruption Free

Busylight is enabled in WH66. With the light on the headset or BLT60 on the desk turning red, people around you would know that you are on the phone, instead of interrupting you unknowingly. Just stay focused on conversation, for higher efficiency, for better collaboration.

Specifications

Specifications	Introduction
General	· 4.0 inch (480 x 800) capacitive touch screen · 2 feature buttons · 1 Type-A USB 3.0 port · Built-in Bluetooth 4.2 · Connectivity: USB 3.0 & 2 x Bluetooth devices · Integrated busylight LED indicator · Built-in hub: 2 Type-A USB 3.0 ports · Boom arm adjustable: 320° · Charging stand (for headset)
Battery	· Talk time: up to 13 hours (Mono), up to 14 hours (Dual) · Standby time: 90 hours (Mono), 125 hours (Dual) · Charging time: 2.5 hours (5 V/1.2 A)

DECT	· Wireless range: up to 160 m/525 feet · Secure DECT (level): Step C: authentication – DSAA2, encryption – DSC2 (128 bit)
Audio (Headset)	· Microphone type: dual microphone · Microphone sensitivity: -44.0+/-3 dBV · Microphone frequency range: 100 Hz-10 kHz · Speaker size: Φ 28 · Speaker sensitivity: 92.5+/-3 dB, 0.179 V · Speaker impedance: 32+/-4.8 Ω · Speaker max output power: 10 mW · Speaker frequency range: 20 Hz-20 kHz · Talk mode: wideband, 100 Hz~8 kHz, 16 kHz sample rate · Music mode: full-band, 20 Hz~20 kHz, 48 kHz sample rate, Stereo (Stereo only supported by Dual headset) · Hearing Protection - Peak Block Protection (EN50332) - Australian G616 Protection (AU G616) - Daily Noise Exposure Protection
Audio (Base)	· Microphone type: ECM Omni directional microphone · Microphone sensitivity: -38.0+/-2 dBV · Microphone frequency range: 70 Hz-20 kHz · Speaker size: 40 mm x 20.8 mm · Speaker sensitivity: 97+/-3 dB · Speaker impedance: 4 Ω+/-15% · Speaker max input power: 4 W · Speaker frequency range: 160 Hz-20 kHz
Easy Call Management	· Answer/End/Reject a call · Volume up/down · Microphone mute · Move the microphone boom arm up to mute, or down to unmute
Package Features	· Package contents: - WHB660 Base - WHM621 Headset or WHD622 Headset - Power Adapter - 2 x 1 m USB 3.0 Cable - Quick Start Guide · Optional accessories: - Busylight BLT60 - Wireless Charger - Bluetooth Dongle BT50 · WH66 Mono: Base: 398 g, Headset: 80 g · WH66 Dual: Base: 398 g, Headset: 127 g · Qty/CNT: 10 PCS · N.W/CTN: WH66 Mono: 10.46 kg; WH66 Dual: 10.96 kg · Giftbox Size: 255 mm x 204 mm x 135 mm · Carton Meas: 698 mm x 421 mm x 265 mm

Connection
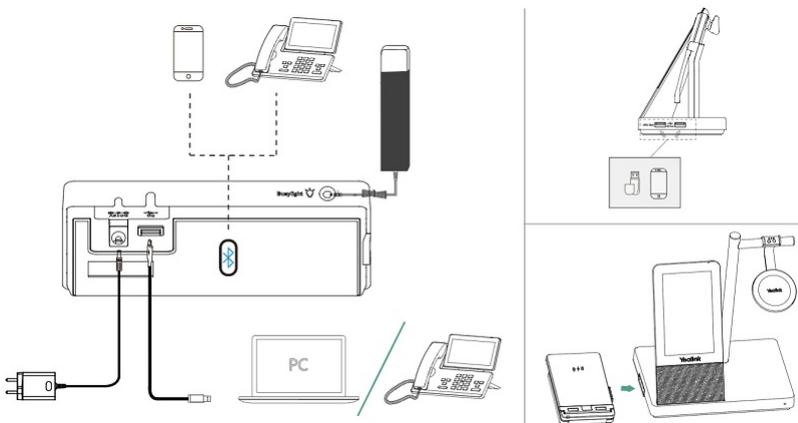
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WH67 Datasheet

All-in-one UC Workstation Redefine Your Workspace

The Yealink WH67 is the Industry-leading convertible DECT wireless headset, opening an entirely new form of desktop collaboration. Work seamlessly with major UC platforms and integrate natively with Yealink IP Phones. 4.0 inch (480 x 800) capacitive touch screen of the base offers a new work experience, just one touch, all control. Act as a workstation, managing phone calls, connecting to multiple devices (desk phone/mobile phone/computer), charging mobile phones wirelessly, and even playing a speakerphone's role. Best of all, deploying such a multifunctional workstation only needs to plug in directly. Easiest things to do, greatest convenience to enjoy.

Acoustic Shield Technology	Optimal Audio Experience	Touch Screen LCD	Multiple Devices Connection
Speakerphone Mode	Built-in USB Hub	Qi Wireless Charger	Customizable Busylight

Key Features

- 4.0 inch (480 x 800) capacitive touch screen
- Yealink Acoustic Shield Technology2-ports USB 3.0 hub
- 2-ports USB 3.0 hub
- Wireless mobile phone charger
- Crystal speakerphone
- Supports busylight
- Teams and Skype for Business compatible

11
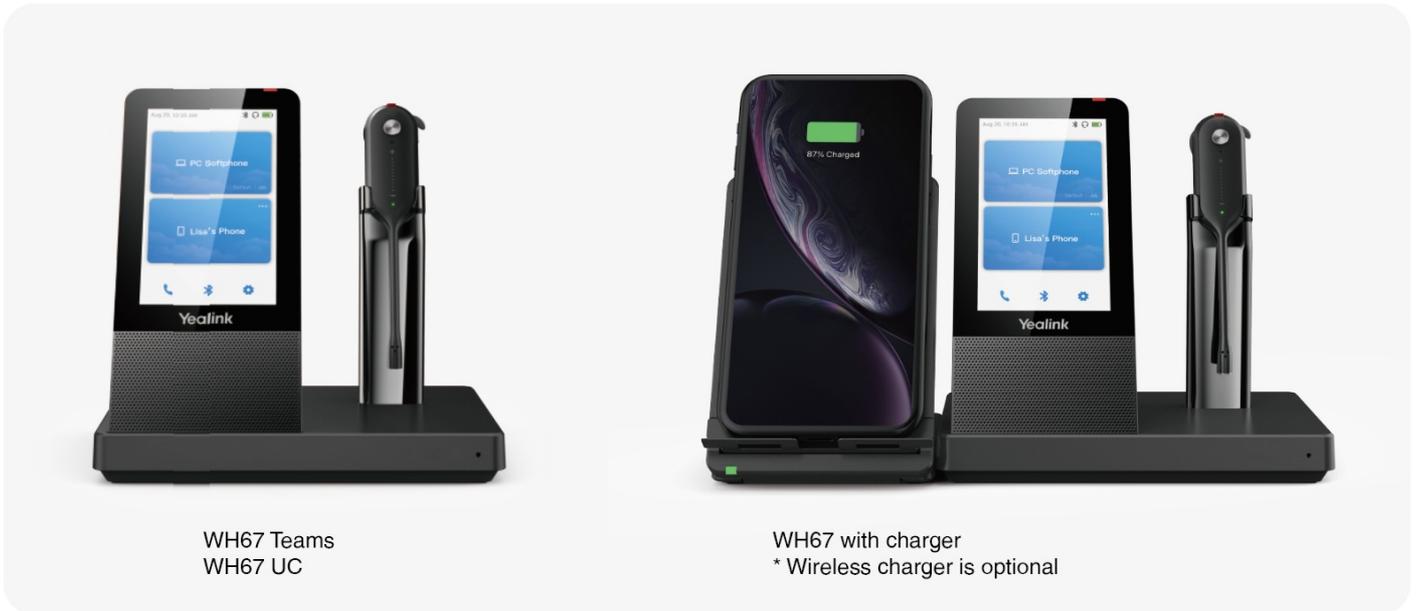
WH67 Teams
WH67 UC

WH67 with charger
* Wireless charger is optional

All-in-One UC Workstation

Desktop collaboration boosts efficiency a lot especially when Working from Home, but it can be also annoying that the desktop is very messy with multiple device cables. Take control of your desktop collaboration environment with WH67:

- Connect all devices you want with built-in Bluetooth and USB ports.
- Expand the PC's connectivity with the 2-port USB hub.
- Control all calls on the 4.0 inch (480 x 800) capacitive touch screen by simply finger touch.
- Function as a hand-free phone, freeing from wearing the headset.
- Charge mobile phone wirelessly and transform it into a nice efficient conferencing device.

Be Heard Crystal Clearly

With Yealink Acoustic Shield Technology, the two Microphones built in WH67 conference headset block the background noise automatically but ensure participant's voice is heard clearly, greatly boosting the communication efficiency.

Interruption Free

Busylight is enabled in WH67. With the light on the headset or BLT60 on the desk turning red, people around you would know that you are on the phone, instead of interrupting you unknowingly. Just stay focused on conversation, for higher efficiency, for better collaboration.

Specifications

Specifications	Introduction
General	· 4.0 inch (480 x 800) capacitive touch screen · 2 feature buttons · 1 Type-A USB 3.0 port · Built-in Bluetooth 4.2 · Connectivity: USB 3.0 & 2 x Bluetooth devices · Integrated busylight LED indicator · Built-in hub: 2 Type-A USB 3.0 ports · Boom arm adjustable: 320° · Charging stand (for headset)
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DECT	· Wireless range: up to 120 m/394 feet · Secure DECT (level): Step C: authentication – DSAA2, encryption – DSC2 (128 bit)
Audio (Headset)	· Microphone type: dual microphone · Microphone sensitivity: -38.0+/-2 dBV · Microphone frequency range: 100 Hz-10 kHz · Speaker size: Φ 13.6 · Speaker sensitivity: 116+/-3 dB, 0.179 V · Speaker impedance: 32+/-4.8 Ω · Speaker max output power: 10 mW · Speaker frequency range: 20 Hz-14 kHz · Talk mode: wideband, 100 Hz~8 kHz, 16 kHz sample rate · Hearing Protection - Peak Block Protection (EN50332) - Australian G616 Protection (AU G616) - Daily Noise Exposure Protection

Audio (Base)	· Microphone type: ECM Omni directional microphone · Microphone sensitivity: -38.0+/-2 dBV · Microphone frequency range: 70 Hz-20 kHz · Speaker size: 40 mm x 20.8 mm · Speaker sensitivity: 97+/-3 dB · Speaker impedance: 4 Ω+/-15% · Speaker max input power: 4 W · Speaker frequency range: 160 Hz-20 kHz
Easy Call Management	· Answer/End/Reject a call · Volume up/down · Microphone mute
Package Features	· Package contents: - Base - Headset - Earhook & eartips - Headband - Neckband - Power Adapter - 2 x 1 m USB 3.0 Cable - Quick Start Guide · Optional accessories: - Busylight BLT60 - Wireless Charger - Bluetooth Dongle BT50 · Base: 344 g, Headset: 19 g · Qty/CNT: 10 PCS · N.W/CTN: 9.76 kg · Giftbox Size: 256 mm x 206 mm x 120 mm · Carton Meas: 594 mm x 434 mm x 275 mm

Connection
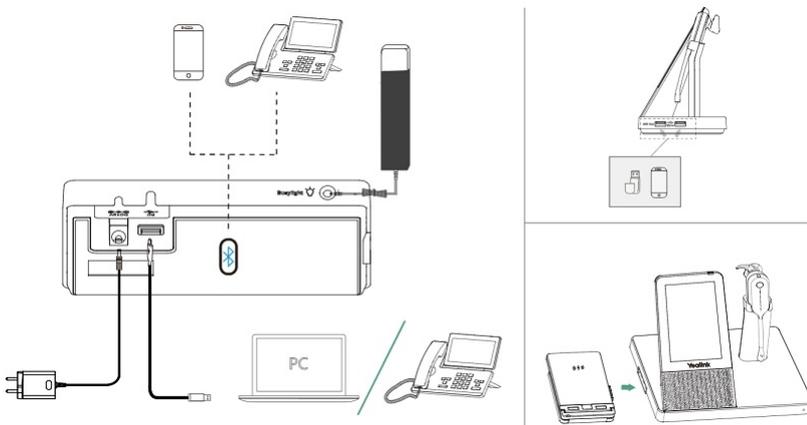
For more information, please go to the Yealink official website.

WH6X Portable Series

WH62 Portable Datasheet

Designed for Hybrid Working

The Yealink WH62 Portable is a DECT wireless headset with a DECT dongle, including the WH62 Dual Portable and WH62 Mono Portable. The Yealink WH62 Portable can not only plug and play but is also easy to carry and mobile use. It is specially designed for Hybrid working and is suitable for use in various scenarios. Its call distance is 3 to 5 times that of Bluetooth wireless headsets, allowing customers not to miss a call at a further distance.

Work seamlessly with major UC platforms. For a crystal sound experience, Yealink Super Wideband Technology and Acoustic Shield Technology make you talk and hear clearly during phone calls and video conferencing. With easily on-ear control, interruption-free, and comfortable wearing, WH62 Portable is a great partner for communicating or collaborating.

Ultra-Portable

Acoustic Shield Technology

Optimal Audio Experience

All Day Wearing Comfort

Plug and Play

Visible Busylight

Key Features

- Yealink Acoustic Shield Technology
- Supports busylight
- Teams and Skype for Business compatible
- Talking Time up to 10h (Mono)/13h (Dual)
- Wireless range up to 120m
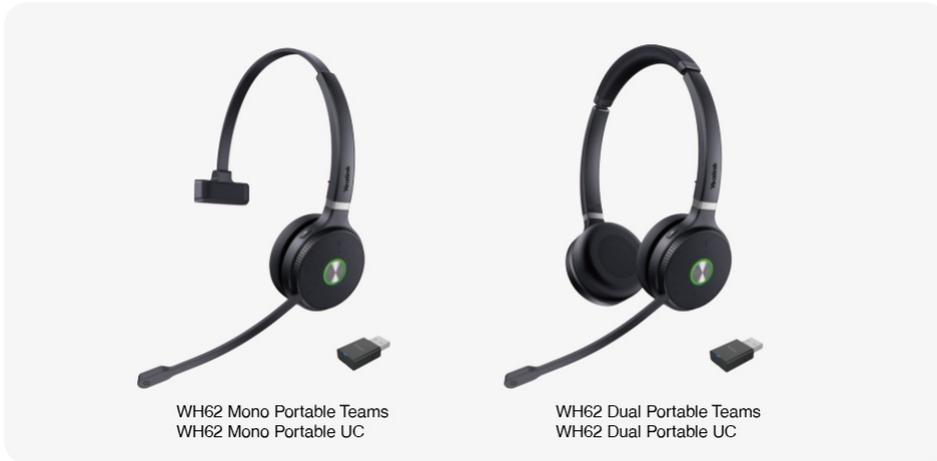
WH62 Mono Portable Teams
WH62 Mono Portable UC

WH62 Dual Portable Teams
WH62 Dual Portable UC

Ultra-Portable

You only need to use the DECT Dongle WDD60 without using the DECT Base to enjoy the comfort of the DECT Wireless headset. Yealink DECT Dongle WDD60 is not only easy to install, plug and play, but also easy to carry and mobile use. Its call distance is 3 to 5 times that of Bluetooth wireless headsets, allowing customers not to miss a call at a further distance. You can use DECT headsets for multiple purposes, whether working in the office, at home or on business trips, to increase office flexibility and productivity.

Be Heard Crystal Clearly

With Yealink Acoustic Shield Technology, the two Microphones built in WH62 Portable block the background noise automatically but ensure the participant's voice is heard clearly, greatly boosting the commotion efficiency.

Interruption Free

Busylight is enabled in WH62 Portable. With the light on the headset turning red, people around you would know that you are on the phone, instead of interrupting you unknowingly. Just stay focused on conversation, for higher efficiency, for better collaboration.

All-Day Comfort

Based on hundreds of head form evaluations and thousands of wearing comfort tests, WH62 Portable meets the ergonomic requirements. Besides, with premier soft leather cushions and lightweight design, you can wear it all day comfortably. For more workspace freedom, WH62 Portable can also free you up to 160 m away from the desk.

Specifications

Specifications	Introduction
General	· USB 2.0 · USB connectivity to PC · LED indicator · Boom arm adjustable: 320° · USB charging cable (for headset)
Battery	· Talk time: up to 13 hours (Mono), up to 14 hours (Dual) · Standby time: 90 hours (Mono), 125 hours (Dual) · Charging time: 3 hours (5 V/1.2 A)
DECT	· Wireless range: up to 120 m/393 feet · Secure DECT (level): Step C: authentication – DSAA2, encryption – DSC2 (128 bit)
Audio (Headset)	· Microphone type: ECM microphone and MEMS microphone · Microphone sensitivity: ECM:-44+/-3 dB MEMS:-42+/-1 dB · Microphone frequency range: 100 Hz-8 kHz · Speaker size: 28 mm · Speaker sensitivity: 92.5+/-3 dB@60 mV · Speaker impedance: 32 Ω · Speaker max output power: 30 mW · Speaker frequency range: 20 Hz-20 kHz · Speaker bandwidth - talk mode: 100 HZ-8 kHZ · Speaker bandwidth - music mode: 20 HZ-20 kHZ

Easy Call Management	· Answer/End/Reject a call · Volume up/down · Microphone mute · Move the microphone boom arm up to mute, or down to unmute
Package Features	· Package contents: - WDD60 Dongle - Headset - Earhook&eartips - USB charging cable - Carrying Case - Quick Start Guide · WH62 Portable: - Headset Mono/Dual: 80 g/122.5 g - DECT Dongle: 4.5 g - USB charging cable: 18.5 g · Qty/CNT: 10 PCS · N.W/CTN: WH62 Mono: 2.675 kg; WH62 Dual: 3.09 kg · Giftbox size: 194 mm x 197 mm x 65 mm · Carton Meas: 680 mm x 202 mm x 210 mm

Product Type

Product Type	SKU	Model Name
Products	1208642	WH62 Mono Portable UC
	1208641	WH62 Mono Portable Teams
	1208644	WH62 Dual Portable UC
	1208643	WH62 Dual Portable Teams
Accessories	1308039	WDD60
	1308066	WHM621T
	1308067	WHM621UC
	1308068	WHD622T
	1308069	WHD622UC

For more information, please go to the Yealink official website.

WH63 Portable Datasheet

Designed for Hybrid Working

The Yealink WH63 Portable is a DECT wireless headset with a DECT dongle. The Yealink WH63 Portable can not only plug and play but is also easy to carry and mobile use. It is specially designed for Hybrid working and is suitable for use in various scenarios. Its call distance is 3 to 5 times that of Bluetooth wireless headsets, allowing customers not to miss a call at a further distance.

For a crystal sound experience, Yealink Super Wideband HD Audio Technology and Acoustic Shield Technology make you talk and hear clearly during phone calls and video conferencing. Easily finger-touch control, 19 g lightweight design, interruption-free, WH63 Portable is a nice convertible headset for work.

Ultra-Portable   Acoustic Shield Technology   Optimal Audio Experience   Four Wearing * Options   Plug and Play   Long Wireless Range

Key Features

- Yealink Acoustic Shield Technology
- Teams and Skype for Business compatible
- Talking Time up to 6h
- Wireless range up to 100m

WH63 Mono Portable Teams
WH63 Mono Portable UC

Ultra-Portable

You only need to use the DECT Dongle WDD60 without using the DECT Base to enjoy the comfort of the DECT Wireless headset. Yealink DECT Dongle WDD60 is not only easy to install, plug and play, but also easy to carry and mobile use. Its call distance is 3 to 5 times that of Bluetooth wireless headsets, allowing customers not to miss an easy-to-install, plug-and-play and headset for multiple purposes, whether working in the office, at home or on business trips, to increase office flexibility and productivity.

Be Heard Crystal Clearly

With Yealink Acoustic Shield Technology, the two Microphones built in WH63 Portable block the background noise automatically but ensure the participant's voice is heard clearly, greatly boosting the communication efficiency.

Interruption Free

Busylight is enabled in WH63 Portable. With the light on the headset turning red, people around you would know that you are on the phone, instead of interrupting you unknowingly. Just stay focused on conversation, for higher efficiency, for better collaboration.

Multiple wearing options

WH63 Portable supports different ways of wearing, ear-hook, headband, and neckband, satisfying personalized needs. It can also free you up to 120 m away from the desk, enjoying a larger workspace and bettering work experience.

Specifications

Specifications	Introduction
General	· USB 2.0 · USB connectivity to PC · LED indicator · USB charging cable (for headset)
Battery	· Talk time: up to 8 hours · Standby time: 54 hours · Charging time: 3 hours
DECT	· Wireless range: up to 100 m/328 feet · Secure DECT (level): Step C: authentication – DSAA2, encryption – DSC2 (128 bit)
Audio (Headset)	· Microphone type: ECM microphone and MEMS microphone · Microphone sensitivity: ECM:-44+/-3 dB MEMS:-42+/-1 dB · Microphone frequency range: 100 Hz-8 kHz · Speaker size: 13.6 mm · Speaker sensitivity: 116+/-3 dB@1 mW · Speaker impedance: 32 Ω · Speaker max output power: 10 mW · Speaker frequency range: 20 Hz-10 kHz · Speaker bandwidth - talk mode: 100 HZ-8 kHZ
Easy Call Management	· Answer/End/Reject a call · Volume up/down · Microphone mute

Package Features	· Package contents: - WDD60 Dongle - Headset - Earhook&eartips - USB charging cable - Carrying Case - Quick Start Guide · WH63 Portable: - Headset: 19 g - DECT Dongle: 4.5 g - USB charging cable: 21.5 g · Qty/CNT: 20 PCS · N.W/CTN: 4.67 kg · Giftbox size: 175 mm x 98 mm x 58 mm · Carton Meas: 605 mm x 208 mm x 185 mm

Product Type

Product Type	SKU	Model Name
Products	1208646	WH63 Mono Portable UC
	1208645	WH63 Mono Portable Teams
Accessories	1308039	WDD60
	1308070	WHM631T
	1308071	WHM631UC

For more information, please go to the Yealink official website.

WH6X Accessories

WDD60 Datasheet

Charge and play anytime

You only need to use the DECT Dongle WDD60 without using the DECT Base to enjoy the comfort of the DECT Wireless headset (crystal sound experience/Super Wideband Technology/Acoustic Shield Technology, etc.). Yealink DECT Dongle WDD60 is not only easy to install, plug and play but also easy to carry and mobile use. You can use DECT headsets for multiple purposes, whether working in the office, at home or on business trips, to increase office flexibility and productivity.

Key Features

- 2 Micro-USB connection
- Support Yealink DECT Headset
- Utral-Portable
- Reliable Connection
- Ease to use
- Plug and play
- High Transmission Rate

Specifications	Introduction
Main Features	· USB 2.0 · Wireless range: up to 120 m/393 feet · Secure DECT (level): Step C - authentication - DSAA2 encryption - DSC2(128bit) · Support software upgrade via Yealink USB Connect · Green LED indicates pairing and connection status
Physical Features	· System compatibility: Windows 8.1 or higher/MAC 10.14.6 or higher · Weight: 4.5 g · Size: 18 mm x 8 mm x 34 mm · Operating environment: -10℃ to + 60℃

Related Topic: Pair WDD60 with Headset (Optional)

WHC60 Datasheet

Bluetooth USB Dongle

The Yealink WHC60-Wireless Charger for WH66/WH67 is designed to expand the functional capability of WH66/WH67 to a whole new level. It's easy to install, just plug-and-play, even with no need for any cables.

It's a wireless charger stand, working with WH66/WH67 can function as a mobile phone workstation. Just connect the mobile phone with WH66/WH67 through Bluetooth, put the phone on the WHC60, and adjust the angle to the best, then you can start video teleconference directly with WH66/67 crystal sound experience.

Key Features

- Plug-and-Play
- Adjustable panel
- Charge wirelessly

Specifications	Introduction
General	Frequency: 110 kHz - 148 kHz
Physical Features	· Package content: - WHC60 · Qty/CTN: 50 PCS · N.W/CTN: 12.9 kg · G.W/CTN: 13.6 kg · Giftbox Size: 102 mm x 30 mm x 138 mm · Carton Meas: 530 mm x 320 mm x 155 mm

Related Topic: WHC60 Wireless Charger Guide

EHS60 Datasheet

Talk and receive calls everywhere

The advanced Yealink Headset Adapter EHS60 provides a technical interface between your Yealink DECT Headset and a compatible desk phone (Cisco/Avaya/Poly/Grandstream/Fanvil). The unit is easy to install. Its plug-and-play effectively allows you to remotely control your phone calls, including answering, hanging up, and adjusting the volume. (Muting the microphone only for Cisco Phone).

It has been specially designed to ensure maximum productivity in business applications such as receptions and call centers and is an ideal choice for the Corporate, Financial, Healthy, Governmental, Educational, Industrial, and SME/SoHo market sectors.

Key Features

- Support Yealink wireless headset only
- Perfectly compatible with Cisco/Avaya/Poly/Grandstream/Fanvil desk phones
- Control phone through wireless headset
- Plug and play
- Easy to use

Specifications	Introduction

Main Features	· Compatible with Yealink wireless headsets (WH62/WH63) · Perfectly compatible with Cisco/Avaya/Poly/Grandstream/Fanvil IP phones · Plug and play · Incoming calls are signaled in the headset earpiece · Control calls through remote wireless headset: - Answer calls - Hang up calls - Adjust the volume - Mute the microphone (Only for Cisco Phone)
Physical Features	· 1 x Micro USB port for Yealink wireless headset (WH62/WH63), cable length 20cm · 1 x RJ45 (8P8C) and 1 x RJ9 (4P4C) headset jacks to connect the desk phone, EHS60 and headset port through the included cable
Package Features	· Package content: - EHS60 - Cable A (for connecting Avaya/Grandstream/Fanvil IP phones) - Cable B (for connecting Cisco IP phones) - Cable C (for connecting Poly IP phones) - User Guide · Qty/CTN: 40 PCS · N.W/CTN: 3.672 kg · G.W/CTN: 4.204 kg · Giftbox Size: 141mm x 102mm x 46mm · Carton Meas: 430mm x 243mm x 297mm

Connection

Connect the Cisco IP phone
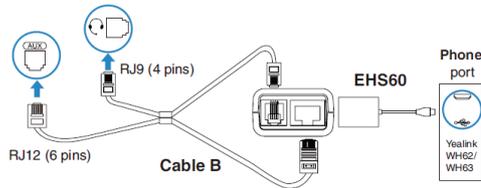
Connect the Avaya/Grandstream/Fanvil IP phone
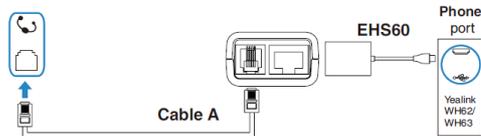
Connect the Poly IP phone
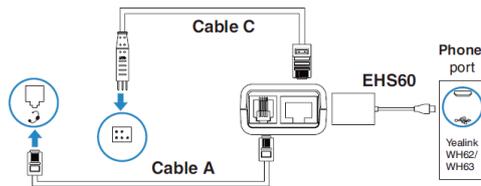
Related Topic: EHS60 Wireless Headset Adapter Guide

EHS61 Datasheet

Talk and receive calls everywhere

The advanced Yealink Headset Adapter EHS61 provides a technical interface between your Yealink DECT Headset and a compatible desk phone(Mitel/Unify/Yealink T2X/T4XG). The unit is easy to install. Its plug-and-play effectively gives you the ability to remotely control your phone calls, including answering, hanging up, and adjusting the volume.

It has been specially designed to ensure maximum productivity in business applications such as receptions and call centers and is ideal for the Corporate, Financial, Health, Government, Educational, Industrial, and SME/SoHo market sectors.

Key Features

- Support Yealink wireless headset only
- Perfectly compatible with Mitel/Unify/Yealink T2X/T4XG desk phones
- Control phone through wireless headset
- Plug and play
- Easy to use

Specifications	Introduction
Main Features	· Compatible with Yealink wireless headsets (WH62/WH63) · Perfectly compatible with Mitel/Unify/Yealink T2X/T4XG IP Phone · Plug and play · The incoming call is transmitted directly to the wireless headset · Control calls through remote wireless headset: - Answer calls - Hang up calls - Adjust the volume
Physical Features	· 1 x Micro USB jack for Yealink wireless headset (WH62/WH63), cable length 20 cm · 1 x TR9-5 (8 pins) to RJ9 (4 pins) & TR9-5 (8 pins) to RJ45 (8 pins) cable to connect Mitel & Unify Phones, EHS61 and headset port through the included cable · 1 x RJ9 (4 pins) to RJ9 (4 pins) & RJ45 (8 pins) to RJ12 (6 pins) cable to connect the Yealink desk phone and EHS61through the included cable
Package Features	· Package content: - EHS61 - Cable A (for connecting Mitel & Unify Phones) - Cable B (for connecting Yealink desk phones) - Cable C (for connecting Yealink desk phones) - User Guide · Qty/CTN: 40 PCS · N.W/CTN: 3.6 kg · G.W/CTN: 4.1 kg · Giftbox Size: 141 mm x 102 mm x 46 mm · Carton Meas: 430 mm x 243 mm x 297 mm

Connection

- **Mitel & Unify Phone**

Cable A

EHS61

Yealink WH62/WH63
Phone Port
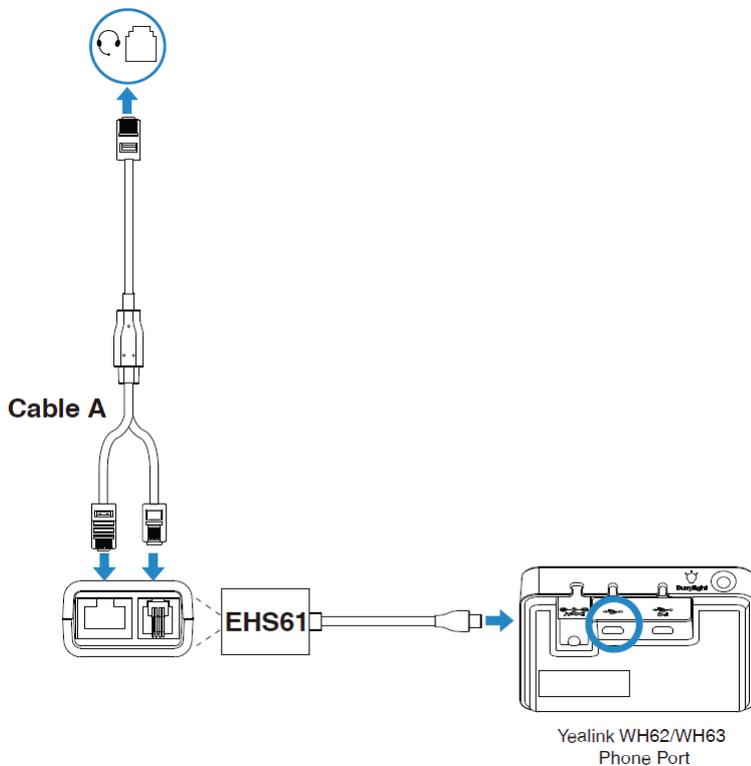
- **Yealink IP Phone**

  For Yealink Phones, you can plug and play.
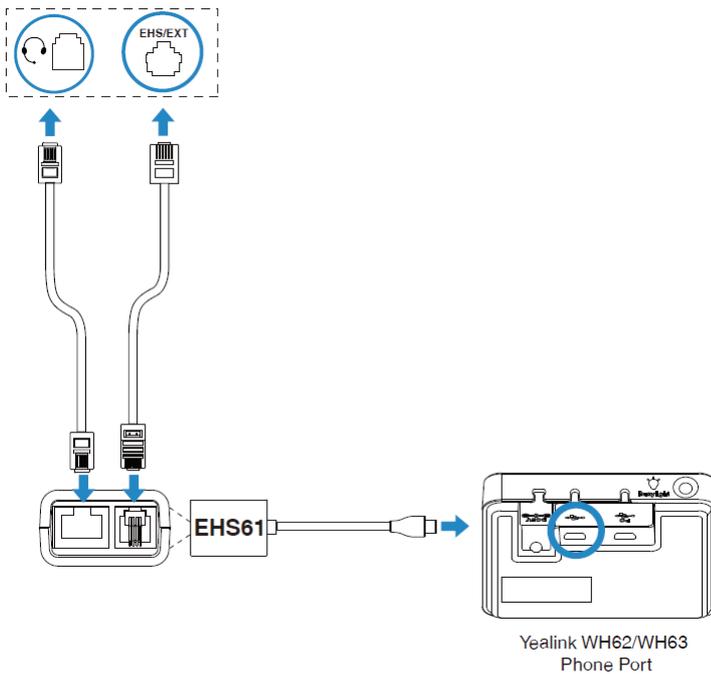
Related Topic: EHS61 Wireless Headset Adapter Guide

BT50 Datasheet

Bluetooth USB Dongle

Yealink BT50 is a plug-and-play USB Bluetooth dongle that connects your Yealink CP900/CP700 to your PC to ensure a fast and reliable Bluetooth connection. BT50 guarantees a first-rate range of up to 100ft/30m, allowing you to move away freely from your laptop during a call. As for the audio, by incorporating sound quality features into BT50, you can enjoy natural sound even when you are away from your desk. Meanwhile, the music will be streamed in amazing HiFi quality via A2DP.

Key Features

- Compatible with CP900/CP700
- Reliable connection
- Up to 100ft/30m wireless range
- Easy to use
- Plug and play

Specifications	Introduction
Features	· Bluetooth version: BT5.0 · PC connection: USB 2.0 · Bluetooth range: Up to 100ft/30m · Bluetooth profiles: HFP 1.6, DIP 1.3, A2DP 1.2, Bluetooth Low Energy (BTLE) · Bluetooth audio bandwidth: Narrowband, Wideband, A2DP · Firmware update via Yealink Connect app · Visual indicator: One blue LED indicates pairing and connection

Physical Features	· OS compatibility (as audio device): - Windows XP/SP3, Windows Vista 32-bit, Windows Vista 64-bit, Windows 7 32-bit, Windows 7 64-bit, Windows 8.1 32-bit, Windows 8.1 64-bit, Windows 10 32-bit, Windows 10 64-bit - MAC OS 10.6 or later · Compatible with CP900/CP700 · Softphone support (call control): - Fully compatible with Microsoft Teams/Skype for Business - Compatible with most of PC soft clients and, as a minimum, works as audio device · Dimensions (L * W * H): 18 x 13.9 x 5.1 mm · Operating environment: -10℃ to + 60℃

Related Topic: BT50 Bluetooth Dongle Guide

BLT60 Busylight Datasheet

Always free you from interruptions

The Yealink BLT60 helps to boost great productivity in the office. With its star/heart/square shape light guide, no matter which one you choose, people around you can always know your working state. It synchronously displays the current desk phone/softphone presence state with the colors. For example, when BLT60 turns red, that means you are on a call, then people would not interrupt you.

In addition, the Yealink BLT60 is with 1.8 m long cord, which allows you to place the light wherever it's easily seen, for example, the corner of your desk or the PC monitor. When you are away from your desk while the Yealink BLT60 is flashing red, you can still know here comes the call and never miss it, even if there is no bell reminder.

Key Features

- Easy to use
- Plug and play
- Synchronously present working state

Specifications	Introduction
Package Features	· Package content: - BLT60 - Quick Start Guide · Qty/CTN: 200 PCS · N.W/CTN: 9.42 kg · G.W/CTN: 10.17 kg · Giftbox Size: 47 mm x 23 mm x 133 mm · Carton Meas: 255 mm x 245 mm x 140 mm

Related Topic: BLT60 Busylight Guide

Buyer Guide

Common User's Workspace

Call Center	Office Room	Flexible Worker	On-the-go Worker
· Prefer the traditional type for a stable quality · Workday communicating · All-day wearing comfort · Noise canceling · Day shift arrangement	· Prefer the modern type for trying new technology · Fixed desk · Also, spend time working away from the desk	· Home office, shared office spaces, personal desk, etc. · Easier to move their workspace to another place	· Business traveler · Totally fluid · Almost work on their laptop and mobile · Need a seamless transition

Yealink Acoustic Shield Technology

Recommended Models

WH62 / WH63 / WH66 / WH67 Series Headsets

Key consideration

- Multiple Microphones Acoustic Shield Technology
- Block the background noise automatically

Long Wireless Range

Recommended Models

WH62 / WH63 / WH66 / WH67 Series Headsets

Key consideration

- Enable to move around the office without losing their call
- Long wireless range for up to 160 m
- High-Density Installation for up to 200 users (EU)

Long Battery Life

Recommended Models

WH62 / WH62 portable / WH66 Series Headsets

Key consideration

- WH62/WH66: up to 14 hours of talking time.
- WH62 portable up to 13 hours of talking time

Recommendation in Workspaces

Open Office

Recommended Models

WH62 / WH63 Headsets

Key Consideration: Background noise, Interruptions, Instant connection, Freedom to move around

- Dual Microphone noise canceling (Yealink Acoustic Shield Technology)
- Dual USB connection to PCs and Phones simultaneously
- Ringer on the base
- Busy light Peripheral
- Easy Management
- Up to 160 meters' mobile range and 14 hours' talk time. (WH62 Dual only)

Home Office

Home Office | Private Office | Hot Desking

Recommended Models

WH66 / WH67 Headsets

Key consideration: Simplified workspace, Flexible conversations, Quick switch between calls, UC Workstation

- All-in-one professional communication device to minimize the number of tools and wires
- Easily manage calls and devices on the 4-inch touch console
- Full duplex Hands-free Speakerphone with AEC

- USB + Bluetooth Connection
- 2 Ports USB Hub
- Optional Qi wireless mobile phone charging stand

Business Travelers

Recommended Models

WH62 / WH63 Portable Headsets

Key consideration:

Anywhere Workspace, Easy and Quick Setup, Freedom to move around

WH62 Portable

- Dual Microphone noise canceling (Yealink Acoustic Shield Technology
- Ultra Portable
- Busy light Peripheral
- Easy Management
- DECT level C
- Up to 120 meters' mobile range and 13 hours' talk time. (WH62 Dual portable only)

Noise Canceling Microphone

For Superior calling experience

2_x
Microphones

HD Voice Quality | Yealink Acoustic Shield Technology | Dual Microphones
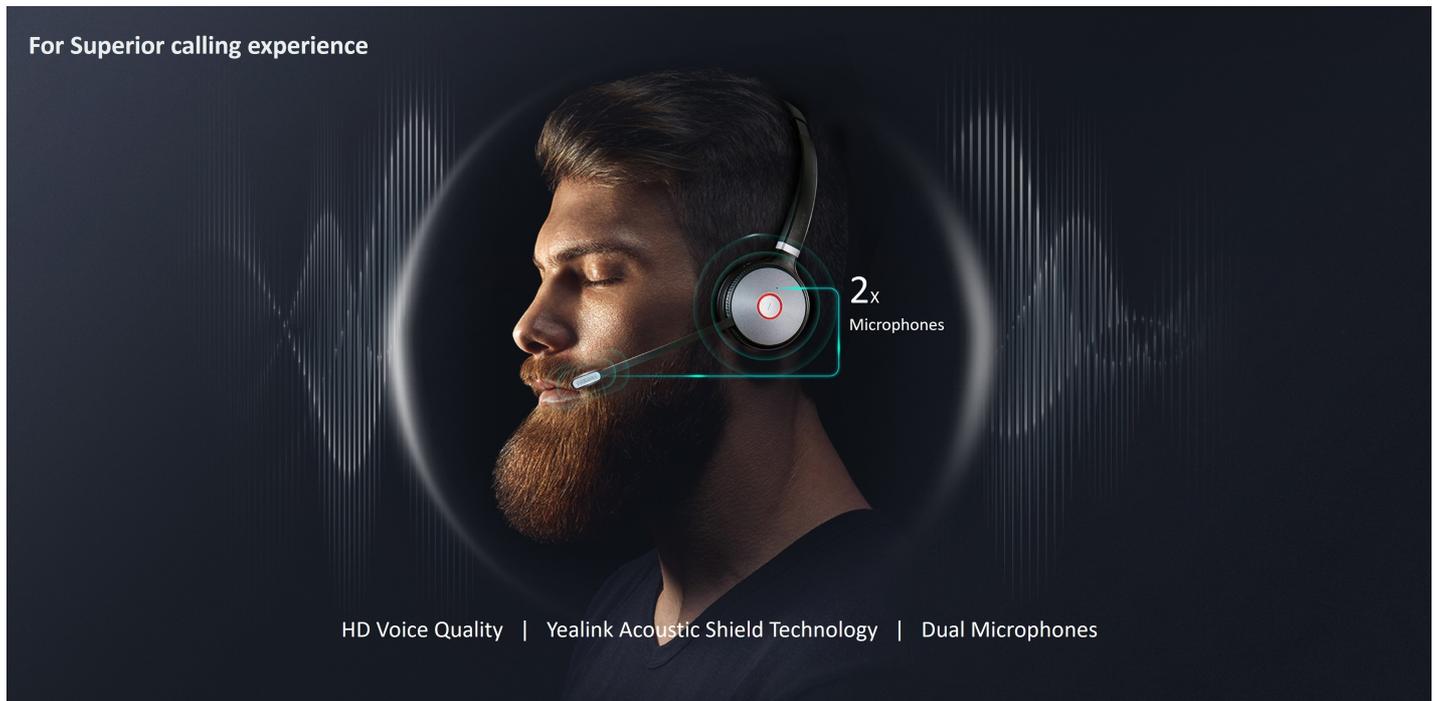
Long Wireless Range & All Day Power

Enable to move around the office without losing their call

Long Wireless Range
for up to 160m

All Day Power
for up to 14 hours talk time

High Density Installation
for up to 200 users (EU)

Busylight helps to reduce distractions
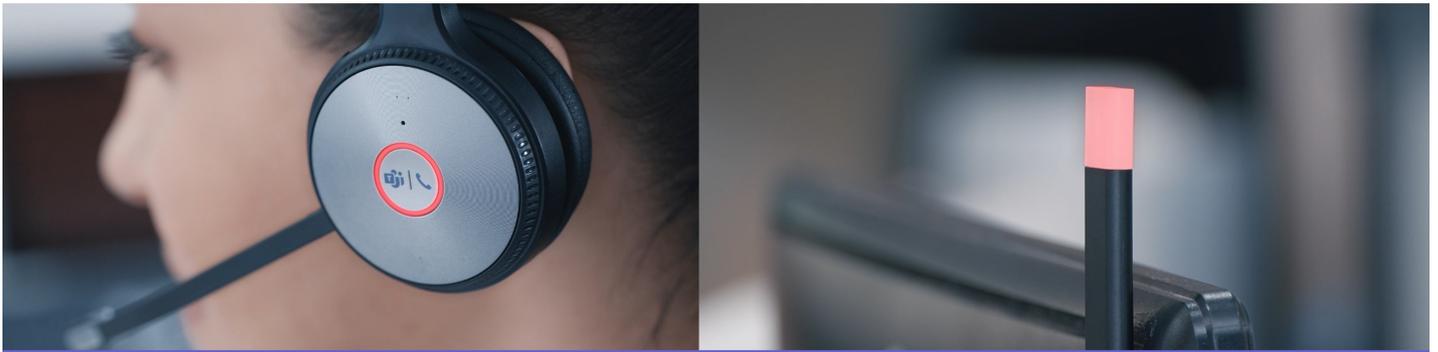
Integrated Busylight

- Customizable
- Synchronously present working state

Busylight Peripheral

- Customizable
- Plug-and-Play
- Synchronously present working state

UC Workstation

DECT Headset Buying Guide

Comparison

Product Overview

Yealink DECT wireless headset WH6X series is newly launched to redefine your workplace. Models include entry-level WH62/WH63 and high-level with a 4-inch touch screen WH66/WH67. The following chart shows the combination of the four models. WH62/WH63 shares the same base station, and WH66/WH67 shares the same base station.

Product Specification & Comparison

Download Wireless Headset Specification

WH62 Mono/Dual Teams
WH62 Mono/Dual UC

WH63 Teams
WH63 UC

WH66 Mono/Dual Teams
WH66 Mono/Dual UC

WH67 Teams
WH67 UC

Item	Specification	WH62	WH63	WH66	WH67
Headset	Headset	Dual/Mono	Convertible	Dual/Mono	Convertible
	Microphone	2x	2x	2x	2x
	Busylight	√	√	√	√
	Talking Time (up to)	Dual:14h/Mono:13h	7h	Dual:14h/Mono:13h	7h
	Range (up to)	160m/525ft	120m/394ft	160m/525ft	120m/394ft
DECT Base	Connection	2xUSB, RJ(EHS60)	2xUSB, RJ(EHS60)	USB, 2x Bluetooth	USB, 2x Bluetooth
	Touch Screen	X	X	4 inch IPS Touch Screen	4 inch IPS Touch Screen
	Hand free Speaker	X	X	√	√
	USB 3.0 Hub	X	X	√ (2x)	√ (2x)
	Ringer	√	√	X	X
(Optional) Accessories	Wireless Charger	X	X	√	√

Why Yealink:

- Comfortable headband, Support Busylight, Ringer from the base station, Longer DECT Rang
- Touch panel (settings/call control), Audio input/output on Base Station, Support Wireless Charger

WH62 Portable/WH63 Portable

The following chart shows the combination of the two models.

WH62 Dual/Mono Portable Teams
WH62 Dual/Mono Portable UC

WH63 Mono Portable Teams
WH63 Mono Portable UC

Item	Specification	WH62 Portable	WH63 Portable
Headset	Headset	Dual/Mono	Convertible
	Microphone	ECM microphone and MEMS microphone	ECM microphone and MEMS microphone
	Talking Time (up to)	Dual:14h/Mono:13h	8h
	Range (up to)	120m/393ft	100m/328ft
	Easy Call Management	· Answer/End/Reject a call · Volume up/down · Microphone mute · Move the microphone boom arm up to mute, or down to unmute	· Answer/End/Reject a call · Volume up/down · Microphone mute

Related Topic

- WH6X Series Datasheet
- WH6X Portable Series Datasheet

Compatibility List

Yealink Headset Compatibility

You can go to the Yealink Headset Compatibility Center to check the detailed compatibility information.

Headset Compatibility

Yealink Headset Compatibility Center

FAQ

Wireless Headset Can't Work
Headset line sequence issue of Yealink Phones
Wired Headset Can't Work

WH6X Compatibility List

Overview

The following table briefly lists the tested desk phones compatible with WH6X **Basic Function***. Please refer to the following chapters for more information on compatibility with WH6X **Enhanced Function** **.

*Basic Function: Answer call / Mute / End call

** **Enhanced Function**: Audio optimization / Redial / Call hold / Volume synchronization / Multiple calls control (Enhanced Function is only applicable to the Yealink phones running firmware version 85 or later)

> ☼ **TIP**
>
> Some desk phones cannot support all connection methods. For compatible connection methods, please refer to the following chapters.

WH62/WH63

For the PC

OS	Connectivity	Softphone	Description
Windows 8 or higher	USB Cable	- Skype for Business - Microsoft Teams - Yealink Meeting - Yealink UME	1. Redial is not supported when using the Microsoft Teams client. 2. Multiple calls are not supported when connecting the MAC Book Pro or Mac Book Air model. 3. When connecting the MAC Book Pro or Mac Book Air model, you cannot reject a Teams call on the headset.
MAC 10.14.6 or higher	USB Cable	- Skype for Business - Microsoft Teams - Yealink Meeting - Yealink UME	1. Redial is not supported when using the Microsoft Teams client. 2. Multiple calls are not supported when connecting the MAC Book Pro or Mac Book Air model. 3. When connecting the MAC Book Pro or Mac Book Air model, you cannot reject a Teams call on the headset.

> ☼ **TIP**
>
> Please check the softphone compatibility before using the softphone on a PC with Apple's M1 chip.

For the Desk Phone

1. Supported features for Yealink phones: **Basic Function*** & **Enhanced Function***.

2. Supported features for Poly/SNOM phones: **Basic Function***.

Connectivity	Brand	Phone Model
EHS35	Yealink	- T30/T30P/T31/T31P/T31G/T33P/T33G (V85) - T30/T30P/T31/T31P/T31G/T33P/T33G (V86)

USB Cable	Yealink	- T4XS/T4XU/T53/T53C/T5XW/T58A/VP59 (V86) - T4XS/T4XU/T53/T5XW/T58A/VP59 (V85) - T4XS/T4XU/T53/T5XW/T58A (V84 SP4) - T4XS/T53/T5XW (V84) - T4XS/T58A/VP59 (V83) - T4XS (V82) - SfB phone T48S/T56A/T55A/T58A/MP54/MP56/MP58 (V9) - Teams phone T58A/T55A/VP59/MP54/MP56/MP58 (V15)

> 💡 **TIP**
> For more information about Poly/Avaya/Grandstream/Fanvil/SNOM/Cisco/Sangoma Digium/Mitel/Unify desk phones, please refer to Yealink DECT Headset-Work with Deskphone Solution.

* **Basic Function**: Answer call / Mute / End call

** **Enhanced Function**: Audio optimization / Redial / Call hold / Volume synchronization / Multiple calls control (Enhanced Function is only applicable to the Yealink phones running firmware version 85 or later)

WH66/WH67

For the PC

OS	Connectivity	Softphone	Description
Windows 8 or higher	USB Cable/BT50	- Skype for Business - Microsoft Teams - Yealink Meeting (via USB only) - Yealink UME (via USB only)	- Redial is not supported when using the Microsoft Teams client. - Multiple calls are not supported when connecting the MAC Book Pro or Mac Book Air model. - You cannot reject a Teams call on the headset when connecting the MAC Book Pro or Mac Book Air model.

OS	Connectivity	Description
Windows 8 or higher MAC 10.14.6 or higher	Built-in Bluetooth	Used as a speaker device, it only supports voice pickup and audio playback.

> 💡 **TIP**
> - Before using the softphone on a PC with Apple's M1 chip, please check the softphone compatibility.
> - Connecting to Yealink UME and Yealink Meeting via BT50: Coming soon.

For the Desk Phone

1. Supported features for Yealink phones: **Basic Function*** & **Enhanced Function** **.

2. When using the Bluetooth feature on T53/T53C/T4XU/T4XS phones, an additional BT41 Bluetooth dongle is required.

Connectivity	Brand	Phone Model
USB Cable	Yealink	- T30/T30P/T31/T31P/T31G/T33P/T33G (V85) - T30/T30P/T31/T31P/T31G/T33P/T33G (V86) - T4XS/T4XU/T53/T53C/T5XW/T58A/VP59 (V86) - T4XS/T4XU/T53/T5XW/T58A/VP59 (V85) - T4XS/T4XU/T53/T5XW/T58A (V84 SP4) - T4XS/T53/T5XW (V84) - T4XS/T58A/VP59 (V83) - SfB phone T48S/T56A/T55A/T58A/MP54/MP56/MP58 (V9) - Teams phone T58A/T55A/VP59/MP54/MP56/MP58 (V15)
BT50	Yealink	- T4XS/T4XU/T53/T53C/T5XW/T58A/VP59 (V86) - T4XS/T4XU/T53/T5XW/T58A/VP59 (V85) - T4XS/T4XU/T53/T5XW/T58A (V84 SP4) - T4XS/T53/T5XW (V84) - T4XS/T58A/VP59 (V83) - SFB phone T48S/T56A/T55A/T58A/MP54/MP56/MP58 (V9) - Teams phone T58A/T55A/VP59/MP54/MP56/MP58 (V15)
Bluetooth	Yealink	- T4XS/T4XU/T53/T53C/T5XW/T58A/VP59 (V86) - T4XS/T4XU/T53/T5XW/T58A/VP59 (V85) - T4XS/T58A/VP59 (V83) - SFB phone T48S/T56A/T55A/T58A/MP54/MP56/MP58 (V9)
USB Cable	Poly	- Poly VVX x50 (VVX 250/350/450) - Poly VVX x01 (VVX 401/501)
USB Cable	SNOM	SNOM D765/SNOM D385

Supported features: **Basic Function***

Connectivity	Brand	Phone Model

USB Cable	Poly	- Poly VVX x50 (VVX 250/350/450) - Poly VVX x01 (VVX 401/501)
USB Cable	SNOM	- SNOM D765 - SNOM D385

* **Basic Function**: Answer call / Mute / End call

** **Enhanced Function**: Audio optimization / Redial / Call hold / Volume synchronization / Multiple calls control (Enhanced Function is only applicable to the Yealink phones running firmware version 85 or later)

** **Dial Pad**: Number dial from LCD screen, available on WH66/67

For the Mobile Phone

Yealink supports most mobile phone models that meet the following OS requirements. If you have compatibility issues, please contact your technical support team.

Connectivity	Brand	Phone Model
iOS 13.0 or higher	Bluetooth	It only supports volume control and calls status display for the softphone call on the mobile phone. Other softphone call controls, such as answering or ending a call, are not supported.
Android 6.0.1 or higher	Bluetooth	It only supports volume control and calls status display for the softphone call on the mobile phone. Other softphone call controls are not supported, such as answering a call or ending a call.

WH6X series Softphone Compatibility

For compatibility with other softphones, please refer to https://www.yealink.com/tech_partner_personal_collaboration.

WH6X Portable Compatibility List

For the PC

Before using the softphone on a PC, please check the softphone compatibility.

OS	Connectivity	Softphone	Description
Windows 8 or later	WDD60 Dongle	- Skype for Business	- Answer/end/reject/redial a call - Hold/resume a call - Multiple calls control - Mute/unmute - Volume adjustment - Volume synchronization
MAC 10.14.6 or later	WDD60 Dongle	- Microsoft Teams	- Answer/end/reject/redial a call - Hold/resume a call - Multiple calls control - Mute/unmute - Volume adjustment - Volume synchronization

> 💡 **TIP**
> - Redial and reject are not supported when using the Microsoft Teams client.
> - Answering a new incoming call in multi-way calls is not supported when using the Microsoft Teams client.

For the Desk Phone

1. Supported features for Yealink phones: **Basic Function*** & **Enhanced Function** **.

2. Supported features for Poly/SNOM phones: **Basic function***

Connectivity	Brand	Phone Model
WDD60 Dongle	Yealink	- T53, T53C, T5XW, T58A, VP59 (V86) - T53, T5XW, T58A, VP59 (V85) - T53, T5XW, T58A (V84 SP4) - T53, T5XW (V84) - T58A, VP59 (V83) - SFB phone T56A/T55A/T58A/MP54/MP56/MP58 (V9) - Teams phone T58A/T55A/VP59/MP54/MP56/MP58 (V15)
WDD60 Dongle	Poly	- Poly VVX x50 (VVX 250/350/450) - Poly VVX x01 (VVX 401/501) - Poly VVX x11 (VVX 411)
WDD60 Dongle	SNOM	SNOM D765/SNOM D385/SNOM D735

* **Basic Function**: Answer call / Mute / End call

** **Enhanced Function**: Audio optimization / Redial / Call hold / Volume synchronization / Multiple calls control (Enhanced Function is only applicable to the Yealink phones running firmware version 85 or later)

EHS35 Compatibility List

For more information about other brand desk phones, please refer to Yealink DECT Headset-Work with Deskphone Solution .

EHS60 Compatibility List

For more information about other brand desk phones, please refer to Yealink DECT Headset-Work with Deskphone Solution .

EHS61 Compatibility List

For more information about other brand desk phones, please refer to Yealink DECT Headset-Work with Deskphone Solution .

Tested WH6X Compatibility List

Connected via EHS36

Manufacturer	Model	Additional Device	Compatible Phone	IP Phone Interface
Plantronics	Savi 700 Series (710, 720, 730, 740, 745)			
	CS500 Series (510, 520, 530, 540)			
	C054			
Jabra	PRO 9450			
	PRO 9460			
	PRO 9465			
	PRO 9470			
	PRO 920	Yealink EHS Adapter (EHS36)	SIP-T48S SIP-T46S SIP-T42S SIP-T41S SIP-T40G SIP-T40P SIP-T27G **—Based on V84**	RJ-12
	PRO 925			
	Engage 65 Mono			
	Engage 65 Convertible			
	Motion Office			
	GN 9125			
Sennheiser	DW Pro 1 & DW Pro 1 ML			
	DW Pro 2 & DW Pro 2 ML			
	DW Office & DW Office ML			
	SD Pro 1 & SD Pro 1 ML			
	SD Pro 2 & SD Pro 2 ML			
	SD Office & SD Officel ML			
	D10 Phone EU			
	D10 Phone US			

Connected via EHS40

Manufacturer	Model	Additional Device	Compatible Phone	IP Phone Interface
Plantronics	CS520			
	CS540		SIP-T58V	

Manufacturer	Model	Additional Device	Compatible Phone	IP Phone Interface
	Savi 8220 (not applicable to T58A/V)		SIP-T58A SIP-T57W SIP-T54W SIP-T53W SIP-T53 **—Based on V84 SP4** SIP-T48S SIP-T46S SIP-T42S SIP-T41S SIP-T42U SIP-T43U SIP-T46U SIP-T48U **—Based on V85**	USB
Jabra	PRO 920	Yealink EHS Adapter(EHS40)		
	PRO 925			
	PRO 9460			
	PRO 9470			
	Motion Office			
	Engage 65 Stereo&Mono			
	Engage 75 Convertible			
	Engage 75 Stereo&Mono			
Sennheiser	SDW5016			

Connected via Vendor Converters

Manufacturer	Model	Additional Device	Compatible Phone	IP Phone Interface
Plantronics	CS500 Series (510, 520, 530, 540) (Not applicable for VP59)	Via APU-75 cable (Provided by Plantronics)	SIP-T58V SIP-T58A SIP-T56A VP59 **——V83**	USB 2.0
	C054, C053A (Only applicable for VP59)			
	Voyager Legend CS			
Jabra	Pro 930/935	Via Mini-USB cable For Pro930/935 Via Micro-USB cable For Pro9400 Series, Motion and Engage Series (Provided by Jabra)		
	Pro 9450			
	Pro 9460/9465			
	Pro 9470			
	Motion Office			
	Engage 65 Convertible			
	Engage 65 Stereo & Mono			
	Engage 75 Convertible			
	Engage 75 Stereo & Mono			
Plantronics	Savi 700 Series (710, 720, 730, 740, 745)	Via APU-75 cable (Provided by Plantronics)	SIP-T54S SIP-T52S SIP-T48S SIP-T46S SIP-T42S SIP-T41S **—Based on V84** SIP-T42U SIP-T43U SIP-T46U SIP-T48U	USB 2.0
	PLT_Legend			
	Series 740			
	C054			
	CS530			
	Voyager Legend CS			
Jabra	Pro 920/925	Via ENC006 cable For Pro920/925 Via Mini-USB cable For Pro930/935 Via Micro-USB or ENC006 cable For Pro9400 Series and Motion Via Micro-USB cable For Pro9400 Series and Engage Series		
	Pro 930/935			
	Pro 9460			
	Pro 9470			
	Engage 65 Convertible			
	Engage 65 Stereo & Mono			
	Engage 75 Convertible			
	Engage 75 Stereo & Mono			

	Motion office	(Provided by Jabra)	**—Based on V85**	
Sennheiser	DW Pro 1 & DW Pro 1 ML	Direct USB		
	DW Office & DW Office ML			
	SD Pro 1 & SD Pro 1 ML			
	SD Pro 2 & SD Pro 2 ML			
	SD Office & SD Officel ML			
	D10 USB EU & D10 USB ML EU			
	D10 USB US & D10 USB ML US			
Plantronics	Voyager Legend CS	Via APU-75 cable (Provided by Plantronics)	SIP-T53 SIP-T53W SIP-T54W SIP-T57W **—Based on V84**	USB 2.0
	C054			
	C053A			
Jabra	Pro930	Via ENC006 cable For Pro925 Via Mini-USB cable For Pro930 Via Micro-USB or ENC006 cable For Pro9400 Series and Motion Via Micro-USB cable For Pro9400 Series and Engage Series (Provided by Jabra)		
	Pro925			
	Pro9460			
	Pro9470			
	Motion office			

How to use Yealink Headset Compatibility Center

Yealink Headset Compatibility Center   https://support.yealink.com/en/portal/compatible
 You could go to this website to check which softphone/IP PHONE can work well with Yealink headset.

[Issue Description]

I don't know how to find the correct compatibility information from the Yealink Headset Compatibility Center.

[Resolution]

1. Go to the Yealink Headset Compatibility Center

2. There are 2 methods to find the compatibility information.
2.1 Search by device name
1. For example, search **Teams**:

2. You can choose the corresponding type and one click it to check the detailed compatible information:

3. There are many headsets and it's hard for to you find a necessary headset quickly? Don't worry about it, we can support the **Filter** feature.

For example, I need a **dual wireless Bluetooth headset**, and I use it **in office**. Just choose the corresponding Filters and will show the headsets which met the criteria.
4. How can I understand each search result type means?

There are **Product Model, Connectivity, Accessory, Remote Call Control** and **Remark**.

Product Model: There is no doubt that it's the product, the **IP phone and PC icon** mean this headset can work with PC or IP phone.
Connectivity: Means the method to connect the headset to the device, like use USB direct or via Dongle like BT51.

Accessory: Means the necessary accessory to make the headset work with the device. For example, if you need to use WH62 and Yealink T31G, the necessary accessory is EHS35.

Remote Call Control: Means whether the headset support to remote control the device's call via headset button. If here is **"×"**, means in this case can only support audio.

Remark: If there any things necessary to note, we will list them in Remark.

5. How to choose if there are multiple eligible headsets? Don't worry about it, we can support to compare the headsets.

6. Click **Compare**

7. Then you can see the compare result and find some difference

2.2 Search by device type

1. For example, I have a Yealink desktop IP phone T54W, I would like to know which headset can work well with it. Click the **Desk Phone** and search the **manufacture name** (Yealink), then select the corresponding model.

2. Then you will go to the search result interface again. You can also use this method to search **Softphone** and **Mobile/Table**.

2.3 How to submit request to Yealink

1. If your device cannot search via Yealink Compatibility Center, how can you submit a request to Yealink? Just refer to the below picture: click the request to submit a survey to Yealink and we will arrange corresponding engineer to deal with the request.

2.4 How to report a compatible problem to Yealink

1. If you met a compatibility problem, how to report to Yealink? Just click the feedback icon in lower right corner to submit a ticket to us and we will reply you within 24 hours (work day).

[More Information]

Any questions free to contact ticket.yealink.com

[Product model]

All Yealink headsets

[Firmware version]

All

Getting Started

WH62/WH63/WH66/WH67

Package Contents

After opening the package, check that all the items on the list are included. If any items are missing, contact your dealer.

Related Video: WH62 Unboxing, WH63 Unboxing, WH66 Unboxing, WH67 Unboxing

WH62
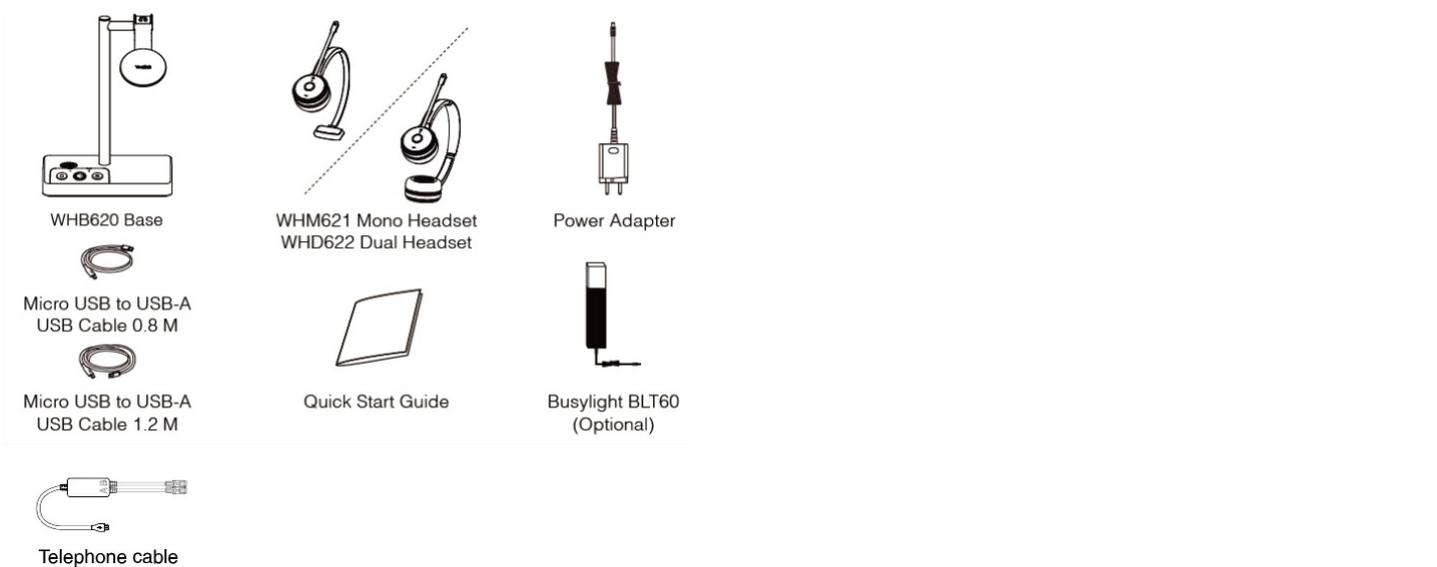
WHB620 Base

WHM621 Mono Headset
WHD622 Dual Headset

Power Adapter

Micro USB to USB-A
USB Cable 0.8 M

Quick Start Guide

Busylight BLT60
(Optional)

Micro USB to USB-A
USB Cable 1.2 M

Telephone cable

> ☼ **TIP**
>
> We recommend that you use the included accessories because other accessories may have compatibility issues that prevent them from working properly.

WH63

Base

Headset

Power Adapter

Earhook & Eartips

Micro USB to USB-A
USB Cable 0.8M

Headband

Neckband (Optional)

Micro USB to USB-A
USB Cable 1.2M

Quick Start Guide

Busylight BLT60
(Optional)

Telephone cable
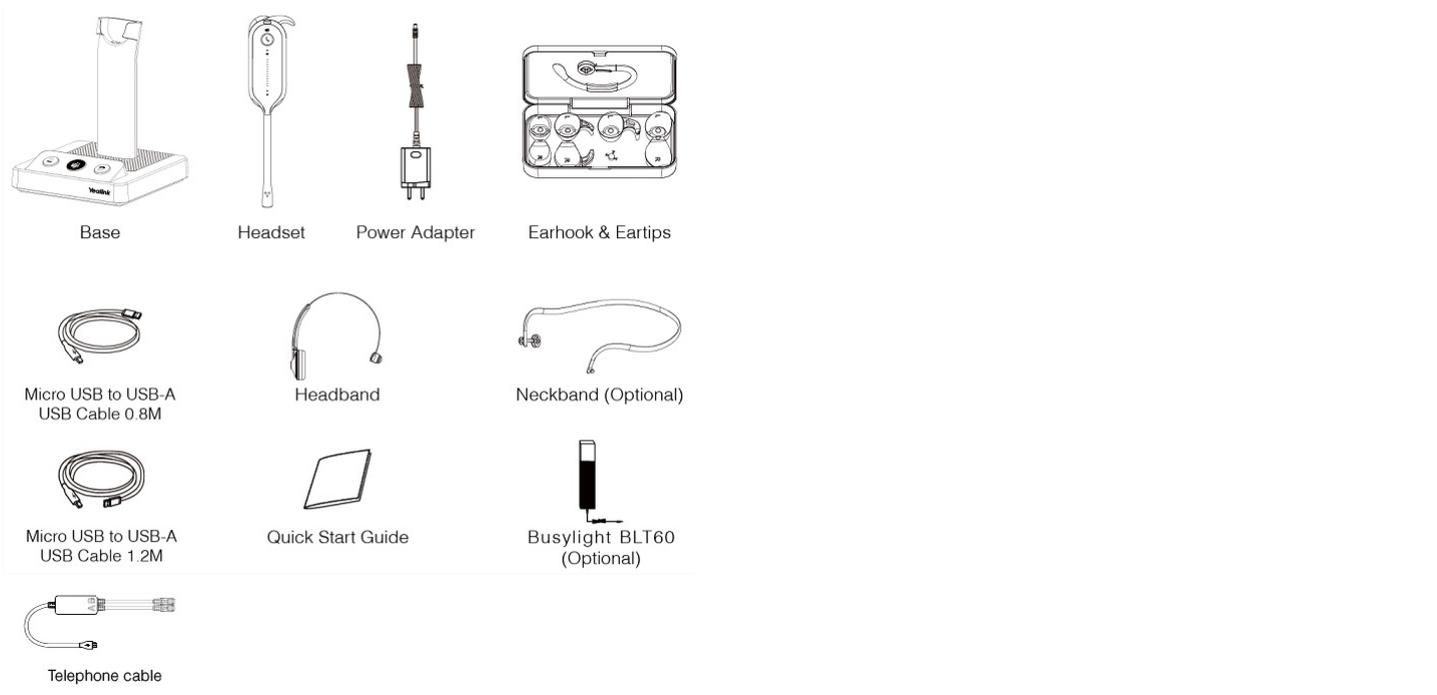
> ☼ **TIP**
>
> - We recommend that you use the included accessories because other accessories may have compatibility issues that prevent them from working properly.
> - If you want to connect to Yealink T3 series phones, you need to purchase a Yealink EHS35 wireless headset adapter separately.
> - One of the eartips has been attached to the headset.

WH66
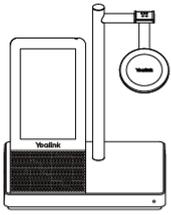
WHB660 Base

WHM621 Mono Headset
WHD622 Dual Headset

Power Adapter

USB-A to USB-C USB
Cable 1.0M

USB-A to USB-A USB
Cable 1.0M

Quick Start Guide

BT50 (Optional)

Busylight BLT60
(Optional)

Wireless Charger
WHC60 (Optional)

> **TIP**
> - We recommend that you use the included accessories because other accessories may have compatibility issues that prevent them from working properly.
> - The included USB-A to USB-C cable is specially provided for connecting the wireless charger WHC60 and connecting WH66 to a PC or to the compatible Yealink desk phone.

WH67
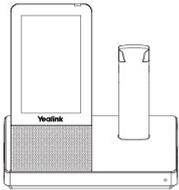
Base

Headset

Power Adapter
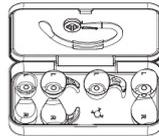
Earhook & Eartips

USB-A to USB-C USB
Cable 1.0M

Headband

Neckband

Busylight BLT60
(Optional)

Wireless Charger
WHC60 (Optional)

> **TIP**
> - We recommend that you use the included accessories because other accessories may have compatibility issues that prevent them from working properly.
> - The included USB-A to USB-C cable is specially provided for connecting the wireless charger WHC60 and WH67 to a PC or the compatible Yealink desk phone.
> - One of the eartips has been attached to the headset.

Overview

WH62

No.	Item	Action & Function
1	PC Button	Press to enter the softphone dialing screen, and answer or end a softphone call. ⓘ **NOTE** It is not applicable for Teams software temporarily because of the Microsoft Teams issue.
2	Phone Button	Press to enter the phone dialing screen, answer or end a phone call.
3	(Teams Edition) Teams Button	· Press and hold for 2 seconds to activate Cortana (this requires Microsoft's support). · Press to invoke the Teams client in the idle state.
3	(UC Edition) Voice Assistant Button	Press and hold for 2 seconds to activate the voice assistant.
4	Audio LED Indicator	Alerts you to the audio status between base and headset. · Solid green: the audio connection between the base and headset is normal · Flash orange: the headset is disconnected from the base
5	Mute LED Indicator	Alerts you when your headset is muted.
6	Mute Button	Press to mute or unmute the microphone.
7	Status and Busylight LED Indicator	Indicates the charging, Teams, or call status.
8	Volume Up Button	Press to turn up the volume.
9	Call Control Button	1. **Use to power the headset on and off** . · Hold for 3 seconds to power the headset on. · Hold for 3 seconds to power the headset off. 2. **Basic Usage** · Press to answer or end a call. · Double-tap to reject a call. ⓘ **NOTE** It is not applicable for Teams software temporarily because of the Microsoft Teams issue. · Press and hold for 2 seconds to activate Cortana (this requires Microsoft's support). · Press to invoke the Teams client in the idle state. **Related Topic** · WH62 & WH63 Basic Usage · Handle Multiple Calls
10	Volume Down Button	Press to turn down the volume.

ⓘ **NOTE**
Before using the Teams functions, you should install the Microsoft Teams client on your PC.

WH63

No.	Item	Action & Function
1	PC Button	· Press to enter the softphone dialing screen, answer or end a softphone call. ⓘ **NOTE** It is not applicable for Teams software temporarily because of the Microsoft Teams issue. · Press to answer or end a softphone's call.
2	Phone Button	Press to enter the phone dialing screen, answer or end a phone call.
3	(Teams Edition) Teams Button	· Press and hold for 2 seconds to activate Cortana (this requires Microsoft's support). · Press to invoke the Teams client in the idle state.
3	(UC Edition) Voice Assistant Button	Press and hold for 2 seconds to activate the voice assistant.
4	Mute Button	Press to mute or unmute the microphone.
5	Call Control Button	**1. Use to power the headset on and off**. · Hold for 3 seconds to power the headset on. · Hold for 3 seconds to power the headset off. **2. Basic Usage** · Press to answer or end a call. · Double-tap to reject a call. ⓘ **NOTE** It is not applicable for Teams software temporarily because of the Microsoft Teams issue. · Press and hold for 2 seconds to activate Cortana (this requires Microsoft's support). · Press to invoke the Teams client in the idle state. **Related Topic** · WH62 & WH63 Basic Usage · Handle Multiple Calls
6	Volume Down Panel	Slide up or down to adjust the volume.
7	Status and Busylight LED Indicator	Indicates the charging, Teams, or call status.
8	LED Indicator Panel	Indicate the mute status, audio status, and headset battery status. **1. For mute status LED**: · Solid white: unmuted · Solid red: muted **2. For headset status LED**: · Solid green: the audio connection between the base and headset is normal · Flash orange: the headset is disconnected to the base (power off/out of range) **3. For headset battery status LED**: indicates the headset battery status. No display after the headset is disconnected

ⓘ **NOTE**
Before using the Teams functions, you should install the Microsoft Teams client on your PC.

WH66

No.	Item	Action & Function
1	Power LED Indicator	Indicates the base status.
2	Touch Screen	· Display the battery status, headset connection status, etc. · Select items and navigate menus. · Display call status and perform call control.
3	Speaker	Provide hands-free (speakerphone) audio output.
4	Microphone	Provide hands-free (speakerphone) audio input.
5	Mute Button	· Press to mute or unmute the microphone. · Long press to switch between headset and speakerphone mode.
6	Status and Busylight LED Indicator	Indicates the charging, Teams, or call status.
7	Volume Up Button	Press to turn up the volume.
8	Call Control Button	**1. Use to power the headset on and off** . · Hold for 3 seconds to power the headset on. · Hold for 3 seconds to power the headset off. **2. Basic Usage** · Press to answer or end a call. · Double-tap to reject a call. · Press and hold for 2 seconds to activate Cortana (this requires Microsoft's support). · Press to invoke the Teams client in the idle state. **Related Topic** · WH66 & WH67 Basic Usage · Handle Multiple Calls
9	Volume Down Button	Press to turn down volume.
10	Boom arm	· Move the microphone boom arm up to mute, or down to unmute. · Improve calling intelligibility by collecting the user's voice in close proximity.

> ⓘ **NOTE**
> Before using the Teams functions, you should install the Microsoft Teams client on your PC.

WH67

No.	Item	Action & Function
1	Power LED Indicator	Indicates the base status.

2	Touch Screen	· Display the battery status, headset connection status, etc. · Select items and navigate menus. · Display call status and perform call control.
3	Speaker	Provide hands-free (speakerphone) audio output.
4	Mute Button	Press to mute or unmute the microphone.
5	Call Control Button	**1. Use to power the headset on and off** . · Hold for 3 seconds to power the headset on. · Hold for 3 seconds to power the headset off. **2. Basic Usage** · Press to answer or end a call. · Double-tap to reject a call. · Press and hold for 2 seconds to activate Cortana (this requires Microsoft's support). · Press to invoke the Teams client in the idle state. **Related Topic** · WH66 & WH67 Basic Usage · Handle Multiple Calls
6	Volume Control Panel	Slide up or down to adjust the volume.
7	Status and Busylight LED Indicator	Indicates the charging, Teams, or call status.
8	Microphone	Provide hands-free (speakerphone) audio input.

> ⓘ **NOTE**
> Before using the Teams functions, you should install the Microsoft Teams client on your PC.

Power On/Off

Power On Headset

Power On Headset

Do one of the following:

- Press and hold **Call Control** button for 3 seconds.

- Power on the base and dock the headset in the base.

  The headset will be charged whenever it is docked in a base connected to a power supply.

WH62/WH66	WH63/WH67

> ⓘ **NOTE**
> The headset will be charged whenever it is docked in a base that is connected to a power supply.

Power Off Headset

Undock the headset and hold the **Call Control** button for 3 seconds.

WH62/WH66	WH63/WH67
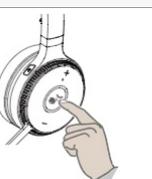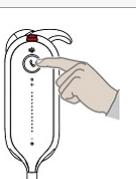
You can hear the prompt "power off" tone indicating headset status.

> ⓘ **NOTE**
> Power off the headset will only disconnect the connection between the base and the headset but will not delete the pairing information between the base and the headset

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

How to power on the WH6X headset?

Power On/Off Base

Power On Base

Plug the base into a power supply via the supplied power adapter.
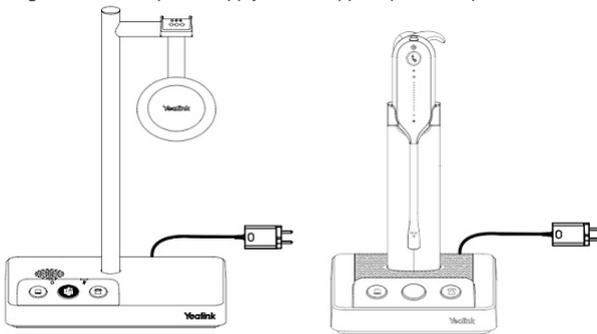
- For the **WH62**/**WH63** base, all LED indicators on the base light up and then go off.
- For the **WH66**/**WH67**, the power LED indicator glows red.

Power Off Base

- For the **WH62**/**WH66**/**WH67** base, unplug the power adapter.

- For the **WH63** base, unplug the power adapter and disconnect it from the USB device.

Troubleshooting

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

LED Indicator Status

Related Topic: Video: Yealink WH6X Headset LED Overview

WH62/WH63 Base LED Indicator

LED	Base Status
PC/desk phone button	
Off	PC/desk phone device is not connected
Solid white	PC/desk phone device is connected and in the idle status
Solid green	In the call
Flashes green fast	Ringing
Flashes green twice	Hold
Teams button	
Off	Teams disconnected
Solid white	Teams connected
Flash white slowly	Receive missed calls/voice mails/Teams connecting

Headset and Busylight LED Indicator

The Busylight synchronizes with the headset's LED indicator status.

41

WH62/WH66 Headset

LED	Headset/Busylight Status
Off	Power off / idle (not on the base)
Flash red slowly	Battery < 5% (low battery)
Flash red and green alternatively	Firmware update
Flash orange slowly	Out of range
Charging	
Flash red	Battery <20%
Flash green	Battery ⩾ 20% and <100%
Solid green	Battery 100% (full)
Calling	
ⓘ **NOTE** You can turn off busylight through Yealink USB Connect, the busylight will be on only when there is an incoming call. It can optimize battery performance.	
Flash green	Idle
Flash red fast	Ringing
Solid red	In the call/mute
Flash red twice	Hold
Teams	
Solid purple	Connecting to Teams
Flash purple	Missed call/voice message notification

WH63/WH67 Headset

LED	Headset/Busylight Status
Off	Power off/idle (not on the base)
Flash red slowly	Battery < 5% (low battery)
Flash red and green alternatively	Firmware update
Flash orange slowly	Out of range
Charging	
Breathing red	Battery <5%
Breathing green	Battery ⩾ 5% and <100%
Solid green	Battery 100% (full)
Calling	
ⓘ **NOTE** You can turn off the busylight through Yealink USB Connect, the busylight will be on only when there is an incoming call. It can optimize battery performance.	
Flash green	Idle
Flash red fast	Ringing
Solid red	In the call/mute
Flash red twice	Hold
Teams	
Solid purple	Connecting to Teams
Flash purple	Missed call/voice message notification

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

What do the buttons and LED indicators on the WH6x headset mean?

Why Does My Headset LED Flash Orange?

What Do the LEDs on the Busylight BLT60 Mean?

What Do the Buttons and LEDs on the WH6X Headset Mean?

What Is the Function of the LED on the top of the Base Screen?

Why does the headset indicator keep flashing?

WH66/WH67 Screen Icons

Screen Icons

Icon	Description
🔋	Battery capacity status
🔋	Battery charging status
🎧	One headset connected (idle)
2X🎧	Two headsets connected (idle)
3X🎧	Three headsets connected (idle)
4X🎧	Four headsets connected (idle)
🎧	One headset in use
2X🎧	Two headsets in conference mode
3X🎧	Three headsets in conference mode
4X🎧	Four headsets in conference mode
📱	Smartphone
☎	Desk phone
💻	PC ⓘ **NOTE** When the WH66/WH67 is connected to the desk phone using USB, the screen displays the PC icon. It does not affect the performance of the base and phone.
✳	Bluetooth mode is on, but no mobile device is connected
✳	Bluetooth mode is on, and a mobile device is connected

FAQ

What do the screen icons on the WH66/WH67 base mean?

WH62 Portable/WH63 Portable

Package Contents

WH62 Portable
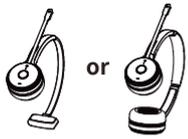
WHM621 Mono Headset
WH622 Dual Headset

Charging Cable 1.2 m

WDD60 Dongle

Carrying Bag

Quick Start Guide

> **☼ TIP**
>
> The package consists of one WHM621 or WHD622 headset and one WDD60. Some third-party accessories may be incompatible with the headset, so we strongly recommend that you use Yealink accessories only.

WH63 Portable

WH63 Headset
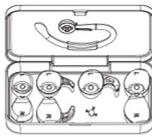
Earhook & Eartips

Charging Cable 1.2 m

WDD60 Dongle

Carrying Case

Quick Start Guide

> **☼ TIP**
>
> The package consists of one WHM631 headset and one WDD60. Some third-party accessories may be incompatible with the headset, so we strongly recommend that you use Yealink accessories only. Neckband and headband are optional for more wearing styles.

Overview

WH62 Portable
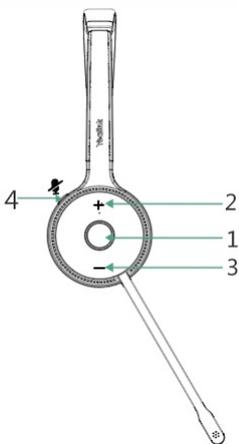
No.	Item	Action & Function
1	Answer or end a call	Press **Call Control** button
1	Reject a call	Double-press **Call Control** button
1	Hold or resume a call	Press and hold **Call Control** button for 2s
2/3	Volume up or down	Press **Volume Up**/**Down** button

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4	Mute or unmute your microphone	Press **Mute** button or move the microphone boom-arm up/down

WH63 Portable
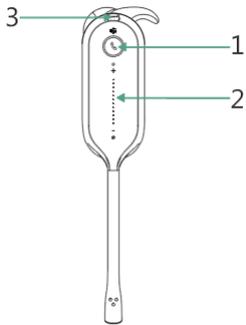
No.	Item	Action & Function
1	Answer or end a call	Press **Call Control** button
1	Reject a call	Double-press **Call Control** button
1	Hold or resume a call	Press and hold **Call Control** button for 2s
2	Volume up or down	Slide **Volume Control Panel** up or down
3	Mute or unmute your microphone	Press the **Mute** button

Related Topic
- Call Control

Power On/Off Headset

WH62 Portable

Power on/off	Action	LED Indicator	Voice Prompt
Power on	Press and hold **Call Control** for 3s	Solid red for 3s	"power on"
Power off	Press and hold **Call Control** for 3s	Flash red for 3 times	"power off"

> ⓘ **NOTE**
> The headset will automatically power off after disconnecting from the WDD60 for more than 10 minutes to save power.

WH63 Portable

Power on/off	Action	LED Indicator	Voice Prompt
Power on	Press and hold **Call Control** for 3s	Solid red for 3s	"power off"
Power off	Press and hold **Call Control** for 3s	Flash red for 3 times	"power on"

> ⓘ **NOTE**
> The headset will automatically power off after disconnecting from the WDD60 for more than 10 minutes to save power.

FAQ

If you encounter n problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

How to power on the WH6X Portable headset?

LED Indicator Status

Headset LED Indicator

The Busylight synchronizes with the headset's LED indicator status.

WH62 Portable Headset

LED	Base Status
Battery level	
Off	Power off/idle
Flash red slowly	Battery < 5% (low battery)
Charge	
Flash red	Battery < 20%
Flash green	Battery ⩾ 20% and <100%
Solid green	Battery 100% (full)
Call	
Flash red fast	Ringing
Solid red	On the call/In the mute
Flash red twice	Hold
Pair	
Flash blue	Pairing mode
Solid blue for 3s	Pair successfully
Flash orange slowly	Out of range
Update	
Flash red and green alternatively	Firmware update

WH63 Portable Headset

LED	Base Status
Battery level	
Off	Power off/idle
Flash red slowly	Battery < 5% (low battery)
Charge	
Breathing red	Battery < 5%
Breathing green	Battery ⩾ 5% and <100%
Solid green	Battery 100% (full)
Call	
Flash red fast	Ringing
Solid red	On the call/In the mute
Flash red twice	Hold
Pair	
Flash blue	Pairing mode
Solid blue for 3s	Pair successfully
Flash orange slowly	Out of range
Update	
Flash red and green alternatively	Firmware update

WDD60 LED Indicator

LED	Base Status
Connect to PC	
Solid blue for 1s and off	Unpaired headset
Solid blue for 1s and glow blue	Paired headset
Pair	
Flash red and blue	Pairing mode
Solid blue	Pair successfully
Call	
Fast flashing purple	Ringing
Solid purple	On the call
Solid red	Mute
Solid orange for 5s and off	Paired headset power off / out of range

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

What do the buttons and LEDs on the WH6X Portable headset mean?

What does the WDD60 LED Indicator mean?

Optional Accessories

Telephone Cable for WH62/WH63

Introduction

The WH62/WH63 headset firmware version must be 104.434.0.15 or later.
You can check out the headset firmware version via Yealink USB Connect (PC).
Download: https://www.yealink.com/product/yuc.

Cisco/Avaya/Poly/Grandstream/Fanvil/Snom IP Phone

- **A Cable**: for Avaya/Poly/Grandstream/Fanvil/Snom IP Phone.
- **B Cable**: for Cisco IP phone.
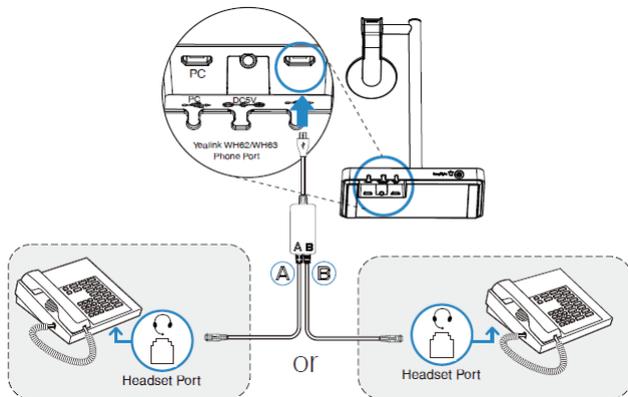
You need to do the following:

Step 1: For IP Phones, you need to press the ☺ button on the phone to set the audio device as a headset. The call can only be controlled on the IP phone.
Step 2: For WH62/WH63:

- Before a call, press the ☎ button on the base to enable the audio channel. The LED indicator of the ☎ button turns solid green.
- After a call, press the ☎ button on the base again or dock the headset to the base to disable the audio channel. The LED indicator of the ☎ button turns off.

Mitel & Unify IP Phone

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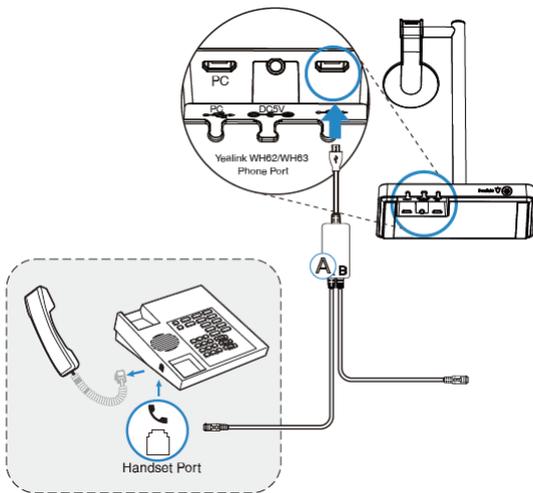
You need to do the following on the WH62/WH63:

- Before a call, press the ☎ button on the base to enable the audio channel. The LED indicator of the ☎ button turns solid green.
- After a call, press the ☎ button on the base again or dock the headset to the base to disable the audio channel. The LED indicator of the ☎ button turns off.
- The call can only be controlled on the IP phone.

Yealink IP Phone
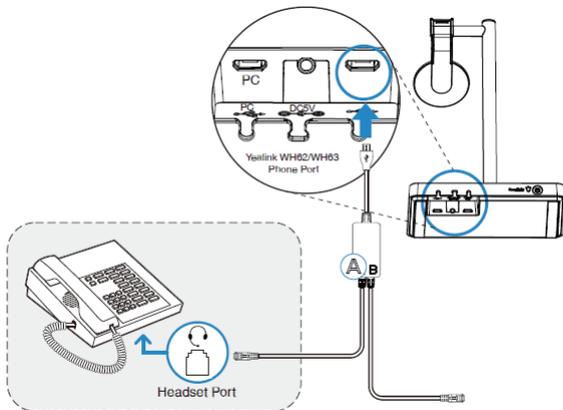
You need to do the following:

Step 1: For IP Phones, you need to press the ⊙ button on the phone to set the audio device as a headset. The call can only be controlled on the IP phone.
Step 2: For WH62/WH63:

- Before a call, press the ☎ button on the base to enable the audio channel. The LED indicator of the ☎ button turns solid green.
- After a call, press the ☎ button on the base again or dock the headset to the base to disable the audio channel. The LED indicator of the ☎ button turns off.

> ⓘ **NOTE**
> Please update the phone to the latest firmware version.

BLT60 Busylight

What Does Busylight Work For?

With its star/heart/square shape light guide, people around you can always know your working stat no matter which one you choose. It synchronously displays the current desk phone/softphone presence state with the colors. For example, when BLT60 turns red, you are on a call, and people will not interrupt you.
In addition, the Yealink BLT60 has a 1.8m long cord, allowing you to place the light wherever it's easily seen, for example, the corner of your desk or the PC monitor. When you are away from your desk while the Yealink BLT60 is flashing red, you can still know here comes the call and never miss it, even if there is no bell reminder.

Package Content
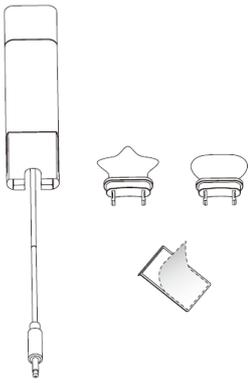
How to Use

1. Install the BLT60 Busylight.
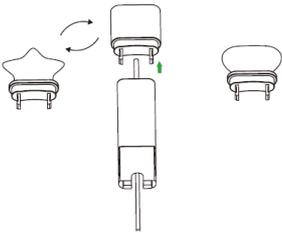
2. At the left back of the base station, there is an interface for you to connect busylight BLT 60. Please do not mess it up with the power supplier interface though they are very similar. When the BLT60 light turns up, that means it is connected correctly.
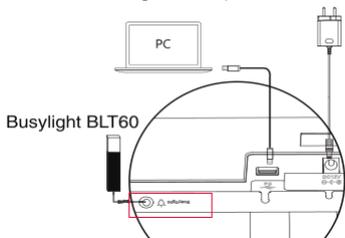
3. Stick to the device.
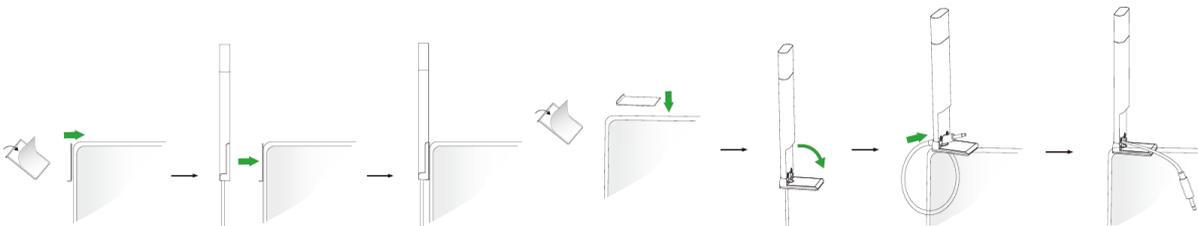
LED Indicator

The phone can use optional accessories when you need to extend your phone's capabilities.
The accessories need to be purchased separately if required for your phone:

- **Online Status** (sync status requires softphone support)

LED Indicator	Description
Solid green	Available
Solid orange	Away
Solid red	DND/Busy
Off	Turn off the busylight, but softphone does not support

- **Talking Status**

LED Indicator	Description
Flash red	Ringing
Solid red	In a call
Flash green slowly	Missed call/voice message notification (this requires softphone support)
Off	Softphone does not support, turn off the busylight

BT50 Bluetooth Dongle

You can connect the WH66/WH67 base to the PC via Bluetooth.

Procedure
1. Connect the BT50 to a USB port on your PC.
2. The WH66/WH67 and the BT50 are pre-paired and ready to use out of the box. You can also pair the base and the BT50 via Yealink USB Connect.

Related Topic
- Yealink USB Connect
- Connect WH6X to PC
- Connect WH6X to Desk Phone

EHS35 Wireless Headset Adapter

Introduction

The new and advanced Yealink Headset Adapter EHS35 provides a technical interface between your Yealink IP phones (T3X series) and a compatible Yealink wireless headset (WH62/WH63).

The unit is easy to install; simply link EHS35 to the RJ9 (4P4C) headset port of the phone. Its plug-and-play effectively gives you the ability to remotely control your Yealink phone calls, including answering, rejecting, holding, muting, hanging up, switching between multiple calls, and adjusting the volume.

Key Features
- Support Yealink wireless headset (WH62/WH63) only
- Control phone through wireless headset
- Plug and play
- Easy to use

Compatibility

For more information, please refer to EHS35 Compatibility List.

Connection

The WH62/WH63 headset version must be 104.434.0.15 or later. You can check out the headset version via Yealink USB Connect (PC).
Download from Yealink USB Connect.

- **Mitel & Unify Phone**
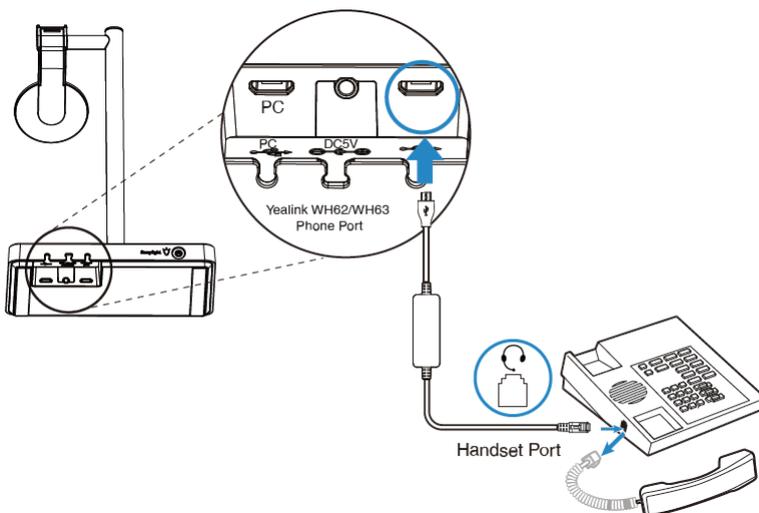
You need to do the following on the WH62/WH63:

1. Before a call, press the **PC** button on the base to enable the audio channel. The LED indicator of the **PC** button turns solid green.

2. After a call, press the **PC** button on the base again or dock the headset to the base to disable the audio channel. The LED indicator of the **PC** button turns off.

3. The call can only be controlled on the IP phone.

- **Avaya/Poly/GS/Fanvil/Snom IP Phone**
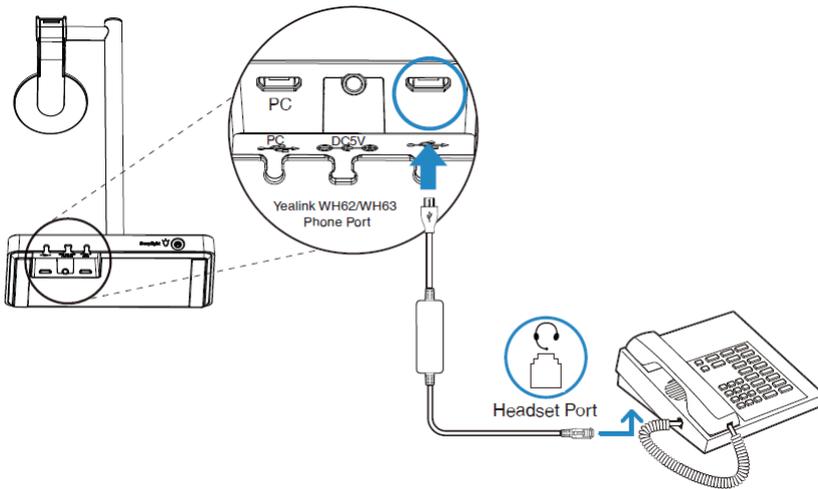
You need to do the following:

Step 1: For IP Phones, you need to press the **PC** button on the phone to set the audio device as a headset. The call can only be controlled on the IP phone.

Step 2: For WH62/WH63:

- Before a call, press the **PC** button on the base to enable the audio channel. The LED indicator of the **PC** button turns solid green.

- After a call, press the **PC** button on the base again or dock the headset to the base to disable the audio channel. The LED indicator of the **PC** button turns off.

- **Yealink IP Phone**
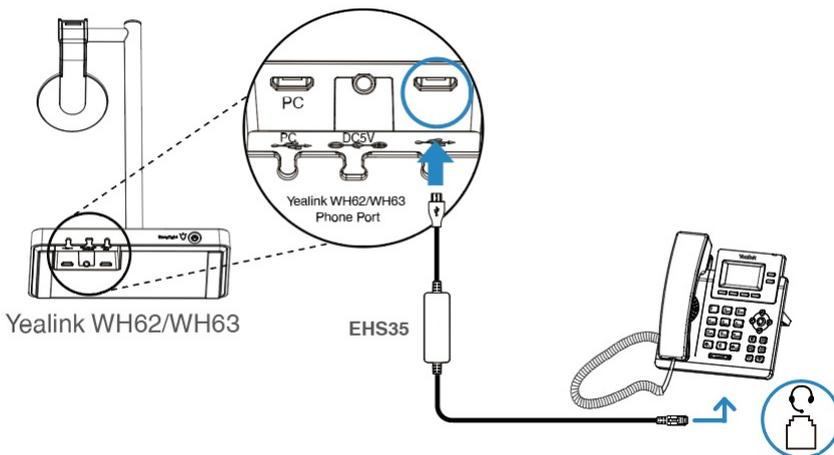
You need to do the following:

Step 1: For IP Phones, you need to press the **PC** button on the phone to set the audio device as a headset. The call can only be controlled on the IP phone.

Step 2: For WH62/WH63:

- Before a call, press the **PC** button on the base to enable the audio channel. The LED indicator of the **PC** button turns solid green.
- After a call, press the **PC** button on the base again or dock the headset to the base to disable the audio channel. The LED indicator of the **PC** button turns off.

> ⓘ **NOTE**
> If it is connected to a T3X series IP phone, the WH62/WH63 can directly control the call.
> We recommend updating the T3 series phones to the latest firmware version. For more details, please scan the QR code.

For more information, please refer to EHS35/EHS60/EHS61 Wireless Headset Adapter Guide .

> ⓘ **NOTE**
> - Connect Yealink T3X series phones: EHS35 supports WH62/WH63 to control phone calls and transmit audio.
> - Connect Yealink T58, T67LTE, T4XS, T4XU, T5XW, T2XG, T4XG, VP59, MP5X phones: EHS35 can only transmit audio.
> - Please update the phone to the latest firmware version.

EHS60 Wireless Headset Adapter

Related Topic
- Video: Better User Experience with EHS60
- Video: Easy Connection with EHS60 adapter
- Video: Highlight Feature with EHS60
- Video: Connection Introduction of Third Party IP Phone plus WH6X via EHS60

Introduction

You can connect the USB phone port of WH62/WH63 to the EHS port of third-party phones to be compatible with WH62/WH63 for call control.

Compatibility

For more information, please refer to EHS60 Compatibility List.

Connect IP Phone and Headset

- **Cisco IP Phone**
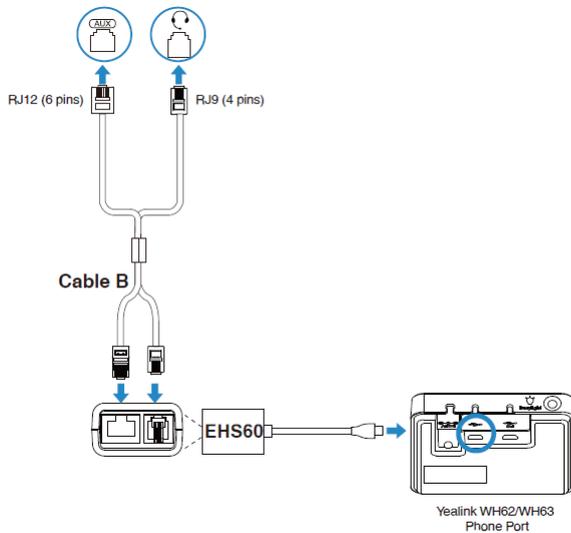
> ⓘ **NOTE**
> You need to enable EHS feature for the phone on the server side for the first time. The configuration item is *Wireless Headset Hookswitch Control Enabled*. Once the phone is configured, you can connect the EHS60 cord and headset.

- **Avaya/Grandstream IP Phone**
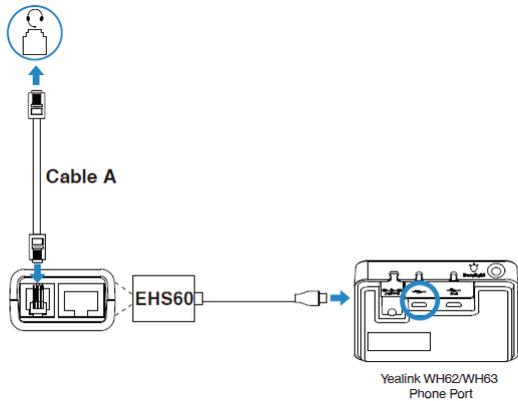
> ⓘ **NOTE**
> - For Avaya phones, you need to go to the setup menu of the phone to enable the EHS feature. Once the phone is configured, you can connect the EHS60 cord and headset. Turn "switch hook and alert" to ON at the path: setting > audio > headset signaling or Options&setting > Call settings > headset signaling .
> - For Grandstream phones, you need to enable the EHS feature for this phone extension on the server side. Once the phone is configured, you can connect the EHS60 cord and headset.
>   1) Set **HEADSET key mode** to **Default Mode or Headset/Hands-free Mode**.
>   2) Set **Headset Type** to **Plantronics EHS**.
>   3) Set **Always Ring Speaker** to **Yes**.

- **Poly IP Phone**

Yealink WH62/WH63
Phone Port
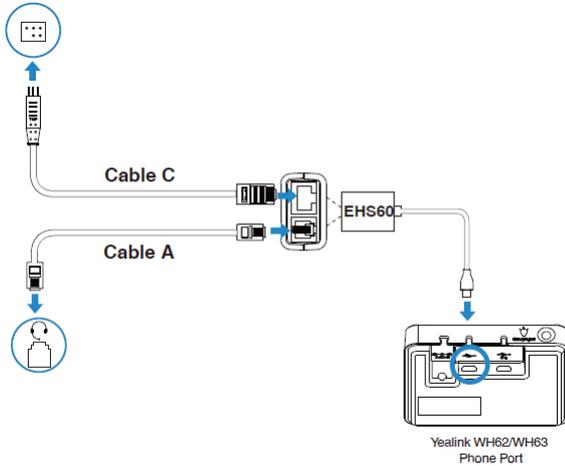
> ⓘ **NOTE**
> You need to go to the setup menu of the phone to enable the EHS feature. Once the phone is configured, you can connect the EHS60 cord and headset.
> Set Hookswitch Mode to Jabra or Sennheizer mode at the path: setting > basic > preferences > Headset .

For more information, please refer to EHS35/EHS60/EHS61 Wireless Headset Adapter Guide .

Update EHS60

Make sure the product label sticker on your WH62/WH63 base has **EHS60 Supported**. Then you can use the device to upgrade EHS60.
Procedure

1. Update WH62/WH63 to a special version that includes EHS60 firmware via Yealink USB Connect. You can refer to Update Firmware.

> ⓘ **NOTE**
> Contact Yealink Support to obtain the special software upgrade package.

2. Connect EHS60 to the Phone port of the WH62/WH63 base. If **Phone** button glows white, the connection is successful.

3. Connect the PC port of the WH62/WH63 base to a PC.

Results
EHS60 automatically triggers the update.

- During the upgrade, the **Phone** button on the WH62/WH63 base flashes white and green alternately.

- If the upgrade is successful, the **Phone** button on the WH62/WH63 base will glow green for 5 seconds and then turn off.

- If the upgrade fails, the **Phone** button on the WH62/WH63 base will flash white for 5 seconds and then off. Then you can reconnect, and it will upgrade again.

> ⓘ **NOTE**
> ○ Reject any call or answer operations during the upgrade.
> ○ You need to upgrade your WH6X to the original or the newest version via Yealink USB Connect after upgrading the EHS60.
> ○ Please update the phone to the latest firmware version.

EHS61 Wireless Headset Adapter

Related Topic
- Video: Better User Experience with EHS60
- Video: Easy Connection with EHS60 adapter

- Video: Highlight Feature with EHS60
- Video: Connection Introduction of Third Party IP Phone plus WH6X via EHS60

Introduction

You can connect the USB phone port of WH62/WH63 to the EHS port of Mitel & Unify Phone and Yealink IP Phone to be compatible with WH62/WH63 for call control.

Compatibility

For more information, please refer to EHS61 Compatibility List.

Connect IP Phone and Headset

- **Mitel & Unify Phone**

Yealink WH62/WH63
Phone Port
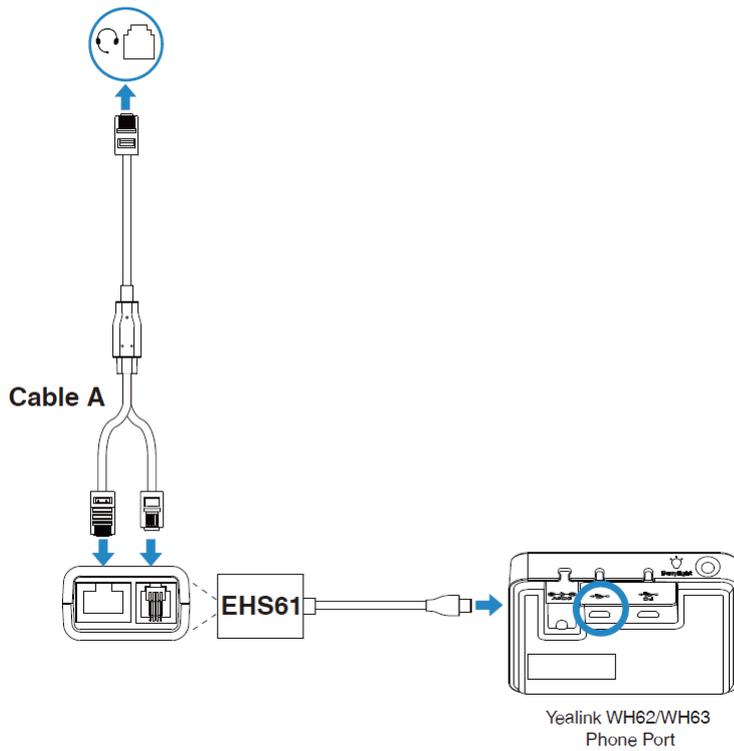
> ⓘ **NOTE**
> - For Mitel Phones, you need to go to the phone's setup menu to enable the EHS feature. Once the phone is configured, you can connect the EHS61cord and headset.
>   1. In **Settings** interface, press **Audio** > **Audio Mode** to select **Headset or Speaker/Headset or Headset/Speaker**.
>   2. Return to **Settings** interface, and press **Audio** > **Headset** to select **DHSG is ON**.
> - For Unify Phones, you can plug and play.

- **Yealink IP Phone**

Yealink WH62/WH63
Phone Port
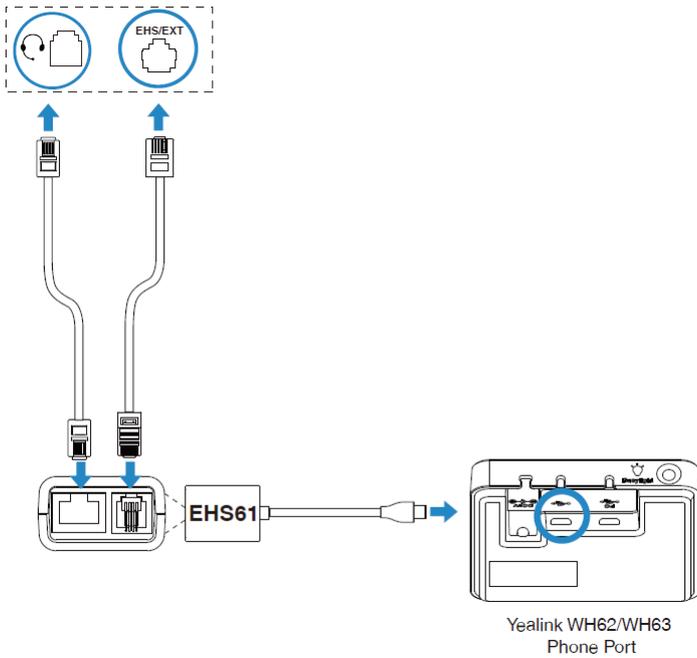
For Yealink Phones, you can plug and play.

For more information, please refer to EHS35/EHS60/EHS61 Wireless Headset Adapter Guide.

Update EHS61

Make sure the product label sticker on your WH62/WH63 base has **EHS61 Supported**. Then you can use the device to upgrade EHS61.

Procedure

1. Update WH62/WH63 to a special version that includes EHS61 firmware via Yealink USB Connect. You can refer to Update Firmware.

> ⓘ **NOTE**
> Contact Yealink Support to obtain the special software upgrade package.

2. Connect EHS61 to the Phone port of the WH62/WH63 base. If the **Phone** button glows white, the connection is successful.

3. Connect the PC port of the WH62/WH63 base to a PC.

Results

EHS61 automatically triggers the update.

- During the upgrade, the **Phone** button on the WH62/WH63 base flashes white and green alternately.

- If the upgrade is successful, the **Phone** button on the WH62/WH63 base will glow green for 5 seconds and then off.

- If the upgrade fails, the **Phone** button on the WH62/WH63 base will flash white for 5 seconds and then off. Then you can reconnect, and it will upgrade again.

> ⓘ **NOTE**
> - Reject any call or answer operations during the upgrade.
> - You need to update your WH6X to the original or the newest version via Yealink USB Connect after upgrading the EHS61.
> - Please update the phone to the latest firmware version.

WHC60 Wireless Charger

Introduction
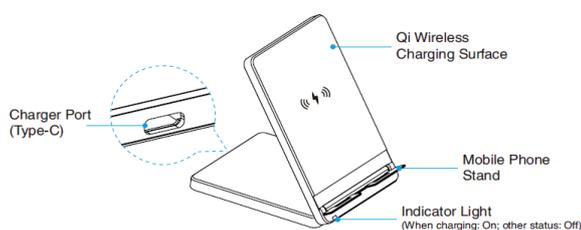
> **ⓘ NOTE**
>
> If you do not open the charging surface, the charging speed may decrease, or the mobile phone may not be charged properly.
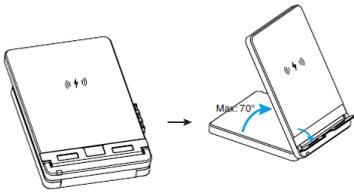
How to Use

Do one of the following:

- Connect to an adapter
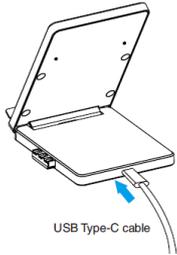
> **ⓘ NOTE**
>
> The adapter needs to be prepared by yourself. The maximum output power of the charger is 10W.

Connect to the base
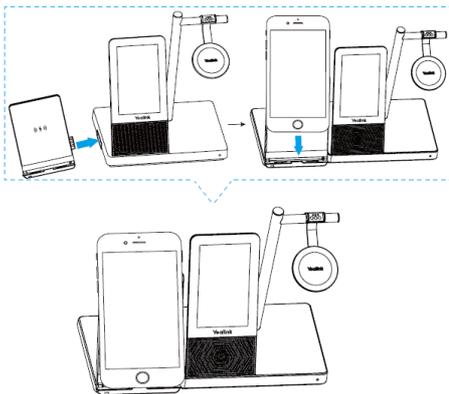
> **ⓘ NOTE**
>
> When you connect to the charger and WH66/WH67 base at the same time, WHC60 will preferentially obtain power from the base.

WHM621 Mono/WHM622 Dual

Package Contents

Or

WHM621 Mono Headset
WHM622 Dual Headset

Quick Start Guide

Overview

+   ⊏+
⏻/📞   Teams Edition
         UC Edition
–   ⊏

Pairing

Pairing with Base

1. Connect the base to a power supply.
2. Power on your headset and dock it to the base.
3. The headset is successfully paired with the base. The LED on the headset glows green for 5 seconds, then indicates the charging status.

> ⓘ **NOTE**
> You need to purchase the base separately.

Pairing with WDD60

You can connect the WDD60 to the PC or IP phone.
The following takes PC for example:

Flash blue

"Power on, pairing mode"

Alternately flash blue and red

Hold 5s

Hold 3s

> ⓘ **NOTE**
> - You need to purchase the WDD60 separately.
> - One WDD60 can only connect to one device at a time.

Related Topic: For more information, please refer to Pair/Connect headset to base/mobile/desk phone/PC

WHM631

Package Contents

WHM631 Headset   Quick Start Guide
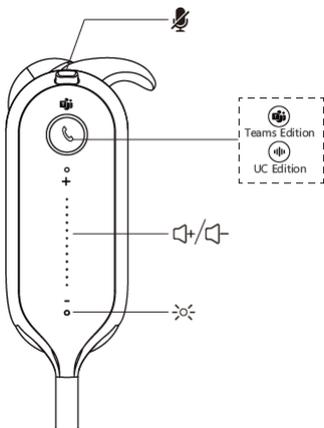
Overview

Pairing

Pairing with Base

1. Connect the base to a power supply.
2. Power on your headset and dock it to the base.

3. The headset is successfully paired with the base. The LED on the headset glows green for 5 seconds, then indicates the charging status.
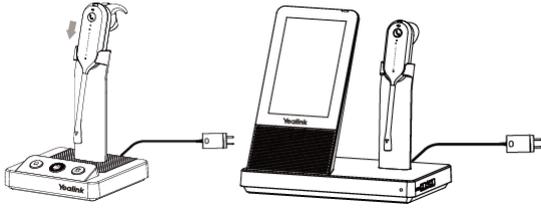
> ⓘ **NOTE**
> You need to purchase the base separately.

Pairing with WDD60

You can connect the WDD60 to the PC or IP phone.
The following takes PC for example:

> ⓘ **NOTE**
> - You need to purchase the WDD60 separately.
> - One WDD60 can only connect to one device at a time.

Related Topic: For more information, please refer to Pair/Connect headset to base/mobile/desk phone/PC

WHB620
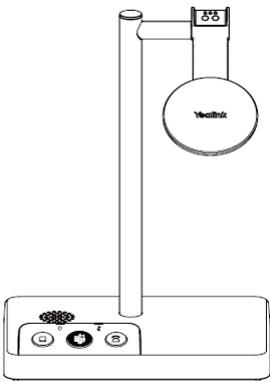
Package Contents
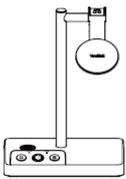
WHB620 Base   Quick Start Guide
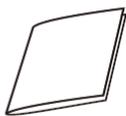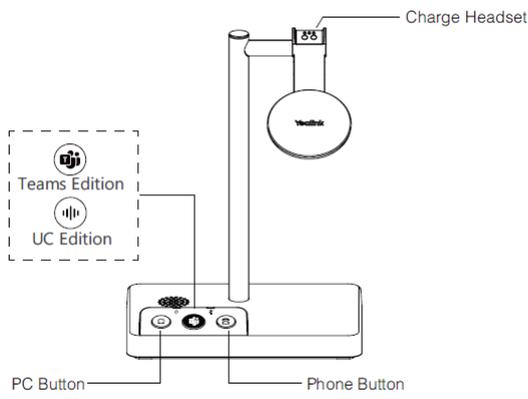
Overview

Charge Headset

Teams Edition

UC Edition

PC Button

Phone Button

Pairing

1. Connect the base to a power supply.
2. Power on your headset and dock it to the base.
3. The headset is successfully paired with the base. The LED on the headset glows green for 5 seconds, then indicates the charging status.
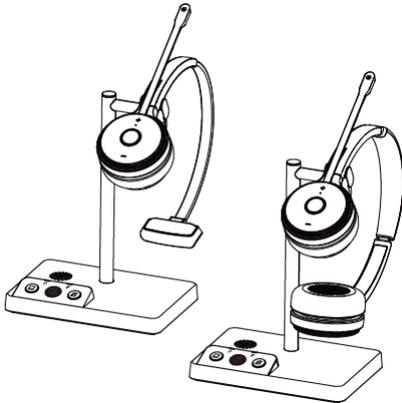
> ⓘ **NOTE**
> You need to purchase the headset separately.

Related Topic: For more information, please refer to Pair/Connect base to headset/mobile/desk phone/PC
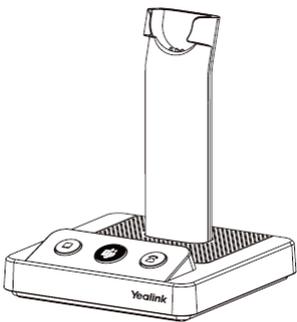
WHB630

Package Contents

WHB630 Headset   Quick Start Guide
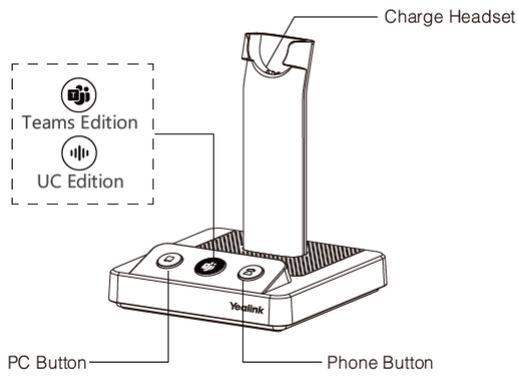
Overview

Charge Headset

Teams Edition

UC Edition

PC Button

Phone Button

Pairing

1. Connect the base to a power supply.
2. Power on your headset and dock it to the base.
3. The headset is successfully paired with the base. The LED on the headset glows green for 5 seconds, then indicates the charging status.
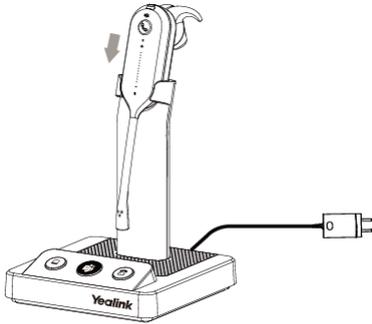
> ⓘ **NOTE**
> You need to purchase the headset separately.

Related Topic: For more information, please refer to Pair/Connect base to headset/mobile/desk phone/PC

WHB660

Package Contents
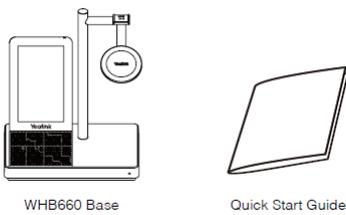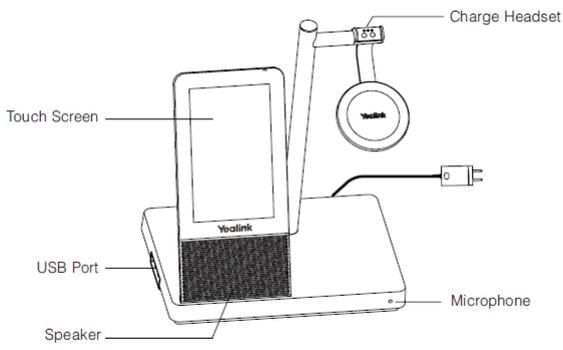
WHB660 Base

Quick Start Guide

Overview

Pairing

1. Connect the base to a power supply.
2. Power on your headset and dock it to the base.
3. The headset is successfully paired with the base. The LED on the headset glows green for 5 seconds, then indicates the charging status.
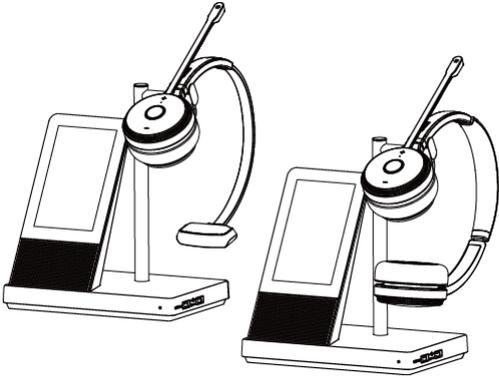
> ⓘ **NOTE**
> You need to purchase the headset separately.

Related Topic: For more information, please refer to Pair/Connect base to headset/mobile/desk phone/PC
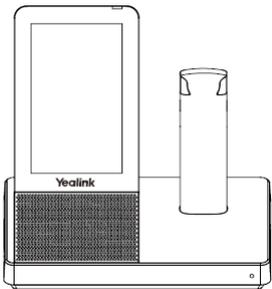
WHB670

Package Contents
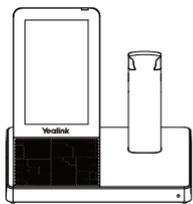
WHB670 Base   Quick Start Guide
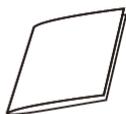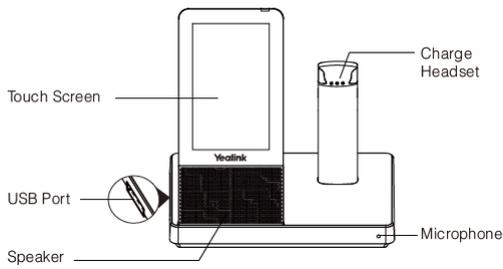
Overview

Pairing

1. Connect the base to a power supply.
2. Power on your headset and dock it to the base.
3. The headset is successfully paired with the base. The LED on the headset glows green for 5 seconds, then indicates the charging status.
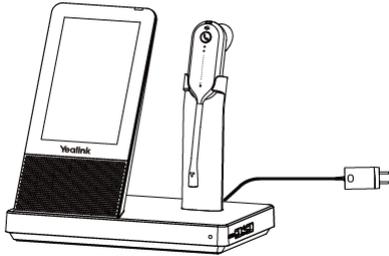
> ⓘ **NOTE**
> You need to purchase the headset separately.

Related Topic: For more information, please refer to Pair/Connect base to headset/mobile/desk phone/PC

Using Test

It is applicable to WH62/WH63/WH66/WH67/WH62 Portable/WH63 Portable.
Are you still struggling with how to set up Teams and Yealink headsets? Are you experiencing
problems that you can't control remotely? These tips will take you quickly through various scenarios
of the Yealink headsets and Teams.

Necessary Checks

Enable Teams Only Mode

Currently, only **Teams Only Mode** can support remote call control, so we must enable it first.
If you have an IT/Network Team, please check with them. If you are the IT guy, please check this
mode on **TAC** (Teams Admin Center). Here is the TAC Link: https://admin.microsoft.com

Select Corresponding Audio/Video Device

1. Go to **Settings->Devices**.
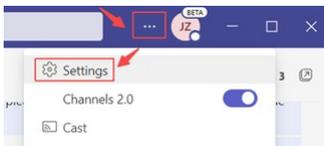
2. Choose the headset you are going to use.
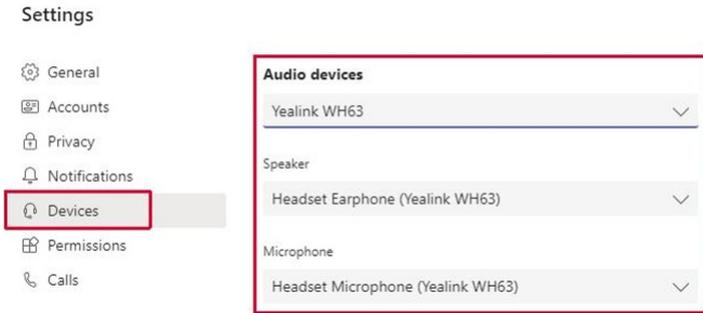
Some Teams Known Problems/Temporary Solutions

Unable to wake up the Teams client by Pressing the MFB button

Win\mac can't PSTN call out

Teams + WH66/67 can't pick up the call, it appears as an incoming call on WH66/67 display screen and the call is unable to pick up by pressed the call control button

Abnormal behavior on Multi-application call scenario

After a Team meeting, when end call from Teams side, headset is stuck in the call interface

Double click MFB button cannot redial

Mute button will end Teams call

Some Useful Debug Info

If you report a problem to Yealink support may ask some information: Teams version,
Log from Headset, Log from Teams and some other questions. So how to provide necessary info to
Yealink to get quick support and solution?

How to check the Team version

Go to **About->Version**, and click.
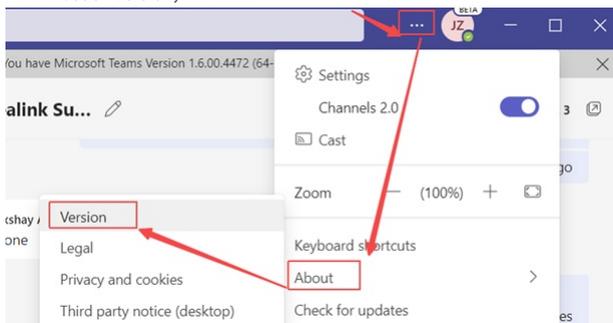
Then you can see the version below:
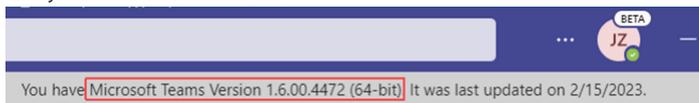
How to export Teams app's log?

Right Click the **Teams icon->Collect support file**.
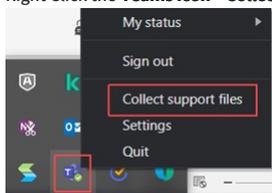
Press **Ctrl + alt +shift + 1** to record the system log from Teams.
The default saving path is **This PC->Downloads**.

How to export the debug file from Yealink headset?

Just refer to the FAQ to get it.

> 💡 **TIP**
> Any other questions/problems please contact fae.hs@yealink.com.

Others

Unable to wake up the Teams client by Pressing the MFB button

Please enable Teams app first, then plug the headset.

> ⓘ **NOTE**
> Yealink version xxx.434.0.xx will solve this problem. Please pay attention on https://support.yealink.com/en/portal/home?categoryId=30

Win\mac can't PSTN call out

Introduced in Microsoft version 1.5, fixed in new version (1.5.00.28567 for WINDOWS, 1.5.00.28358 for MAC)

Teams + WH66/67 can't pick up the call, it appears as an incoming call on WH66/67 display screen and the call is unable to pick up by pressed the call control button

Teams cache issue, need to check suit 2 scenarios

1. Please make sure you are use only Teams client on the PC, And disable YUC and SFB on the PC.

2. Please make sure you are using the Teams only account. You could check the Teams only account via this link: https://admin.microsoft.com.

Abnormal behavior on Multi-application call scenario

In the normal official environment, there are several softphones using at the same time.
And there is only one audio channel could take the call, so there is a call priority when there are several calls from different softphones. For example, Teams,3CX, Bria, Webex, etc.
Here is the normal behavior when there are several calls from different softphones.

1. Build up a Teams call first->3CX call incoming-> Pick up the call-> 3CX and Teams will both set to hold status

2. Build up a 3CX call first->Teams call incoming->Pick up the call->Teams will take the call, and 3CX will set to hold status.

> 💡 **TIP**
> The different behavior is caused by the priority of Teams call is higher than 3CX.

After a Team meeting, when end call from Teams side, headset stuck in call interface

Teams' bug, all the manufacturer same behavior, MS will release new version to solve this problem in Q1 2023.

Double click MFB button cannot redial

Teams not support such a feature

Mute button will end Teams call

Teams problem, just upgrade Teams to latest version

Fit

WH62/WH66

Fit Headset

Related Topic
- Replace Ear Cushions
- Video: How to Get the Best Fit and Performance

1. The WH62/WH63 headset can be worn with the microphone on the left or the right.
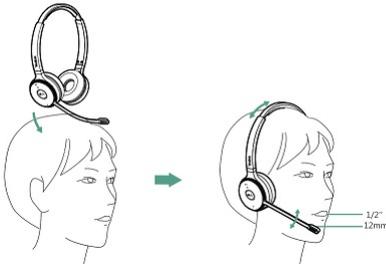
2. You can bring the microphone closer or farther from your mouth if necessary.
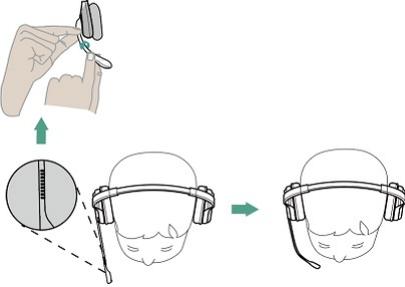
Replace Ear Cushions

Related Topic: Video: How to Replace the Ear Cushions

You can replace the WH62/WH63 ear cushion by yourself.
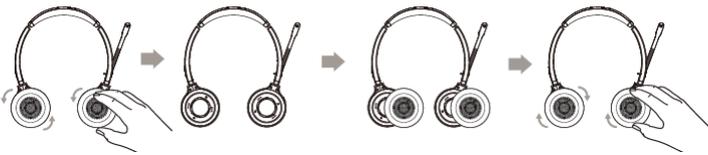
WH63/WH67

Wearing Styles

Wearing Styles

There are four fitting/wearing styles for the WH63/WH67 headset.

- Eartip wearing style: faster to wear

Large   Small
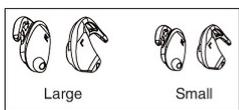
Right Ear (ready to use out of the box)   Left Ear

- Earhook & Eartip wearing style: enhance wearing stability
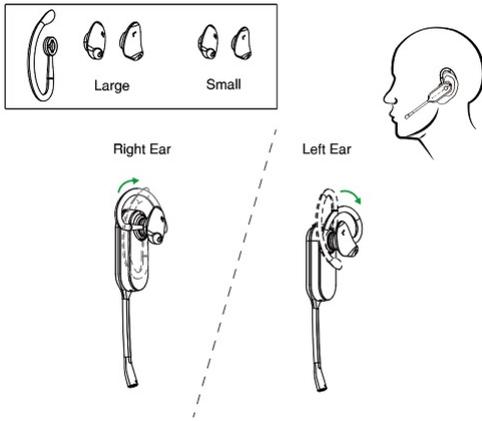
- Headband-wearing style: improve wearing comfort

  The headset can be worn with the microphone on the left or the right.

- Neckband-wearing style: preserve your hairstyle
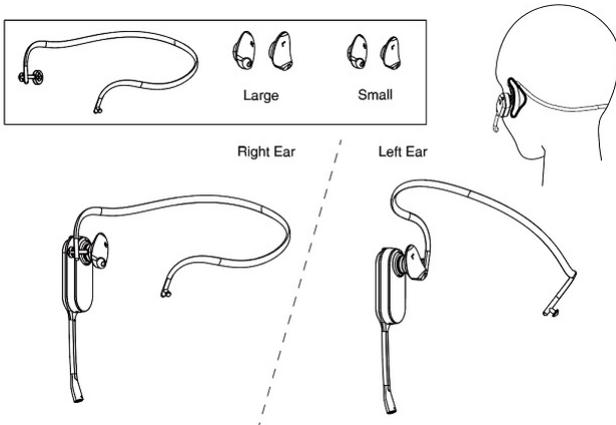
Related Topic
- Remove Pre-installed Eartip from Headset
- Earhook & Eartip Assemble
- Headband Assembly
- Neckband Assembly

FAQ

How to Change the Wearing Style on my WH63/WH67 Headset?

Remove Pre-installed Eartip from Headset

Related Topic: Video: How to get the best fit and performance

When you need to change the fitting/wearing styles, gently pull the eartip from the WH63/WH67 headset.

> ☼ **TIP**
>
> To wear the headset on the right ear but with a different size eartip or wear the headset on the left, select the size you want and reinstall in reverse order as shown.

Assembly Earhook/Eartip

Related Topic: Video: How to get the best fit and performance

The WH63/WH67 headset can be assembled for fitting/wearing on the left or right ear.

Before you begin

Before installing the earhook & eartip, remove the pre-installed eartip from the headset.

For Right ear:

1. Align the earhook (⬡ as shown and insert it onto the headset. Be sure the earhook is flat against the headset and rotate the earhook up 90°.

2. Choose the size of eartip that fits most comfortably. Align the eartip with the notch facing the microphone as shown. Press on to attach.

For Left ear:

The difference between the right ear and the left ear assembly is that the direction of the earhook is different.

Assembly Headband

Related Topic: Video: How to get the best fit and performance

The WH63/WH67 headset can be rotated for fitting/wearing on the left or right ear.

Before you begin

Before installing the headband, remove the pre-installed eartip from the headset.

- For Right ear:

1. Hold the headband, so it is aligned to receive the headset as shown and insert the headset into the headband.

2. Rotate the headset down.

- For Left ear:

Assembly Neckband

Related Topic: Video: How to get the best fit and performance

The WH63/WH67 headset can be assembled for fitting/wearing on the left or right ear.

Before you begin

Before installing the neckband, remove the pre-installed eartip from the headset.

- For Right ear:

1. Align the short shot (port) as shown and insert it onto the headset. Be sure the short shot is flat against the headset.
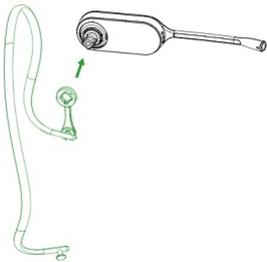
2. Choose the size of eartip that fits most comfortably. Align the eartip with the notch facing the microphone as shown. Press on to attach.
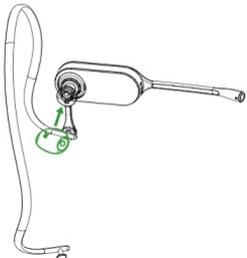
- For Left ear:

1. Remove the pre-installed connecting rod.
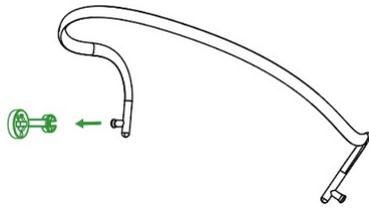
2. Install the connecting rod to the other end of the neckband.
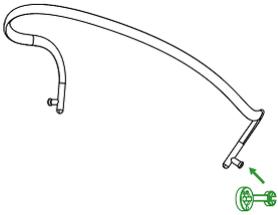
3. Align the short shot (port) as shown and insert it onto the headset.
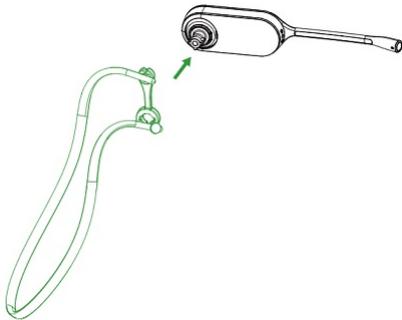
3. Choose the size of eartip that fits most comfortably. Align the eartip with the notch facing the microphone as shown. Press on to attach.
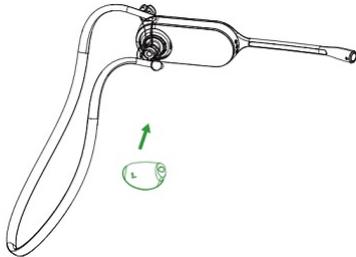
WH62 Portable

Fit Headset

1. The WH62 Portable headset can be worn with the microphone on the left or the right.
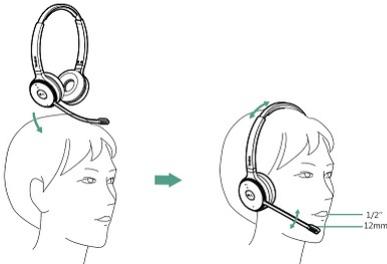
2. You can bring the microphone closer or farther from your mouth if necessary.
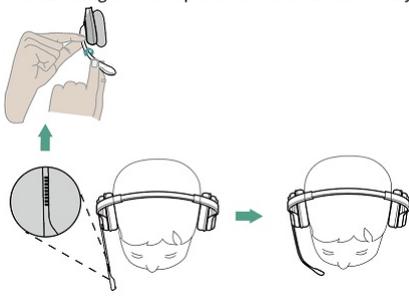
Related Topic
- Replace Ear Cushions

Replace Ear Cushions

Related Topic: Video: How to Get the Best Fit and Performance
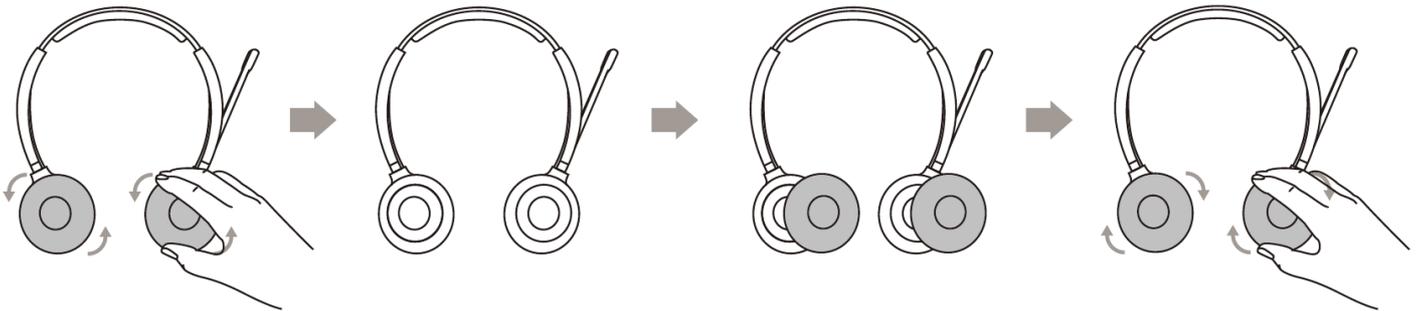
WH63 Portable

Wearing Styles

There are two fitting/wearing styles for the WH62/WH63 portable headset.

- Eartip wearing style: faster to wear

Right Ear (ready to use out of the box) / Left Ear

Large   Medium
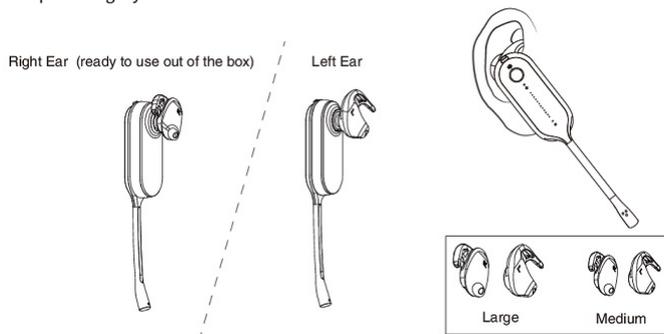
- Earhook & Eartip wearing style: enhance wearing stability

Right Ear

Large   Small
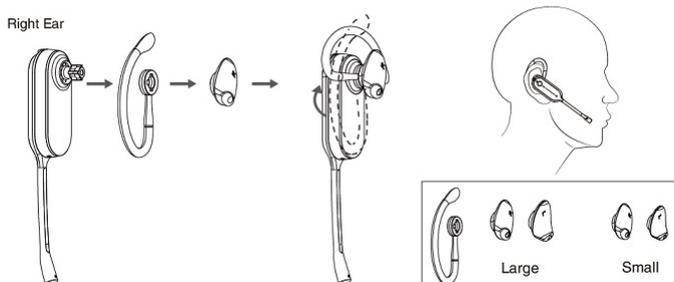
Remove Pre-installed Eartip from Headset

Related Topic
- Video: How to get the best fit and performance

When you need to change the fitting/wearing styles, gently pull the eartip from the WH63 Portable headset.
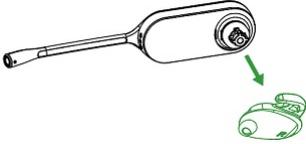
> ☼ **TIP**
> To wear the headset on the right ear but with a different size eartip or wear the headset on the left, select the size you want and reinstall in reverse order as shown.

Assembly Earhook/Eartip

Related Topic
- Video: How to get the best fit and performance

The WH63 Portable headset can be assembled for fitting/wearing on the left or right ear.

Before you begin

Before installing the earhook & eartip, remove the pre-installed eartip from the headset.

For Right ear:

1. Align the earhook (⬡ as shown and insert it onto the headset. Be sure the earhook is flat against the headset and rotate the earhook up 90°.
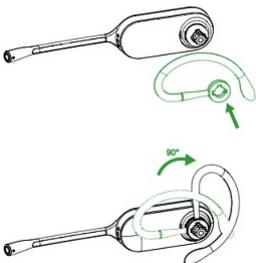
2. Choose the size of the eartip that fits most comfortably. Align the eartip with the notch facing the microphone as shown. Press on to attach.
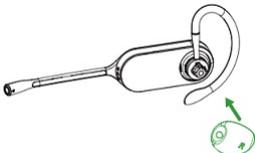
For Left ear:

The difference between the right ear and the left ear assembly is that the direction of the earhook is different.
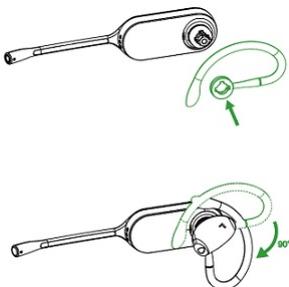
Charge

WH62/WH63/WH66/WH67

Charge Headset

1. Connect the base to the power supply.

2. Dock the headset to the base.

3. When you put the headset on the base station, you can feel the headset stick to the base. Also, you can check the charging indicator on the headset to judge whether it is correctly installed.
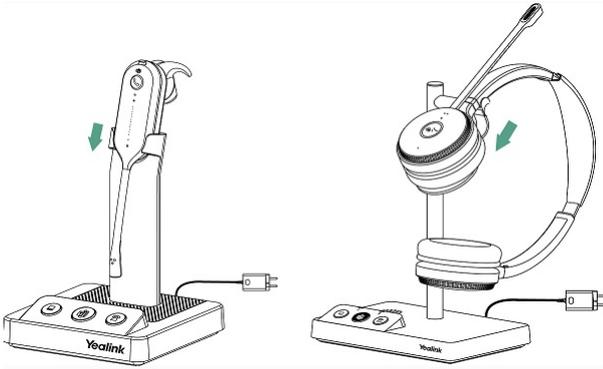
> ⓘ **NOTE**
> · In case the headset is under a low battery for initial use, dock it to the charging base for 30 minutes.
> · For the initial use, the headset is successfully paired with the base when you dock it in the base.

LED Indicator

LED	Headset State
WH62/WH66	
Flash red	Battery <20%.
Flash green	Battery ≥ 20% and <100%.
Solid green	Battery 100% (full).
WH63/WH67	
Breathing red	Battery < 5% .
Breathing green	Battery ≥ 5% and <100%.
Solid green	Battery 100% (full).

Battery life

WH62 Portable	WH63 Portable
Talk time: up to 13 hours (Mono), up to 14 hours (Dual)	Talk time: up to 8 hours
Standby time: 90 hours (Mono), 125 hours (Dual)	Standby time: 54 hours
Charging time: 2.5 hours (5V/1.2A)	Charging time: 2.5 hours (5V/1.2A)

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

How to Charge WH6X Headset?

How long does it take to charge WH6X headset?

What are the functions of USB ports on the right side of the WH66/WH67 base?

How to Connect a Wireless Charger to Mobile Phone?

Can I Listen to Music While the Headset Is Charging on the Base?

Why Does the Headset Automatically Turn off?

Will the Pairing Information of My Headset and Base Be Deleted When My Headset Is Powered off?

WH62 Portable/WH63 Portable

Charge WH62 Portable Headset
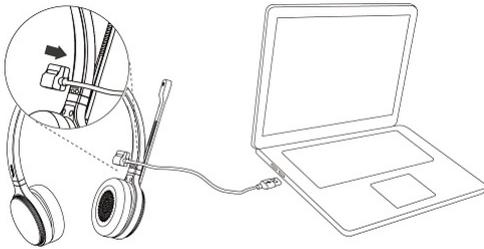
Battery Level	<20%	≥20% and <100%	Full
LED			
LED	Flash Red	Flash Green	Green

> ⓘ **NOTE**
> It takes approx. 3 hours to fully charge the headset.

Charge WH63 Portable Headset
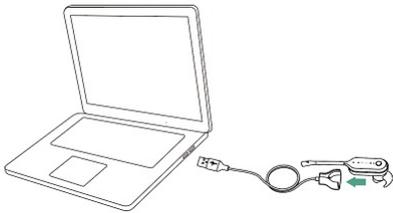
Battery Level	<20%	≥20% and <100%	Full
LED			
LED	Breathing Red	Breathing Green	Green

> ⓘ **NOTE**
> It takes approx. 3 hours to fully charge the headset.

Battery life

WH62 Portable	WH63 Portable
Talk time: up to 13 hours (Mono), up to 14 hours (Dual)	Talk time: up to 8 hours
Standby time: 90 hours (Mono), 125 hours (Dual) Charging time: 3 hours (5V/1.2A)	Standby time: 54 hours
Charging time: 3 hours (5V/1.2A)	Charging time: 3 hours (5V/1.2A)

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

How long does it take to charge WH6X Portable headset?

Pair & Connect

- **For WH62/WH63**:
  - Supports connecting the WH62/WH63 to a desk phone via the USB cable, EHS cable or telephone cable.
  - Supports connecting the WH62/WH63 to a PC via a USB cable.

> 💡 **TIP**
> For more information, please refer to WH62/WH63.

- **For WH66/WH67**:
  - Supports connecting the WH66/WH67 to a PC/desk phone via the USB cable.
  - Supports connecting the WH66/WH67 to a PC/desk phone/mobile phone via Bluetooth.

> ☼ **TIP**
> For more information, please refer to WH66/WH67.

- **For WH62/WH63 Portable**:
  - Supports connecting the WH62/WH63 Portable to a PC/desk phone via WDD60.

> ☼ **TIP**
> For more information, please refer to WH62/WH63 Portable.

Connect WH62/WH63

Pair WH62/WH63 Headset with Base

You can enjoy music and hands-free calling with the headset wirelessly by using your device's Bluetooth function. This chapter is applicable to WH62/WH63.

Introduction

When you put the headset on the base station, you can feel the headset stick to the base. Also, you can check the charging indicator on the headset to judge whether it is correctly installed. Take WH62/WH63 for example.

Before you begin: Please dock the headset to the base to charge for at least 30-min for the first time usage.
Procedure

1. Connect the base to a power supply.

2. Power on your headset.

3. Dock the headset to the base.

   The headset is successfully paired with the base. The LED on the headset glows green for 5 seconds, then indicates the charging status.

> ⓘ **NOTE**
> After the primary headset is paired, the primary headset will keep paired even if you undock it. You can pair up to three headsets to the base for conferencing. After the conference ends, all other headsets automatically disconnect from the base.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

How many headsets can connect to the base simultaneously?

Do the headset and base only need to be paired once?

What Is the Range Between My Headset and the Base?

Unpair WH62/WH63 Headset with Base

Before you begin: The headset has paired with the base. You can do one of the following to disconnect/unpair your headset.

Procedure

Press the **Mute** and **Call Control** buttons for 3 seconds until the LED on the headset flashes orange, and you hear "out of range".

For WH62:
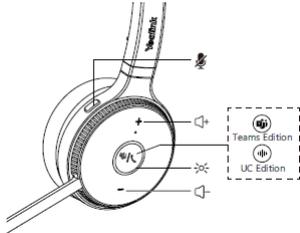
For WH63:
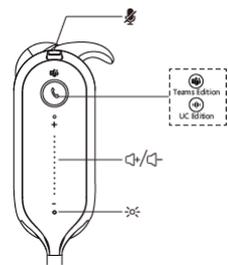
Connect WH62/WH63 to PC via Cable

Connect to PC via Cable
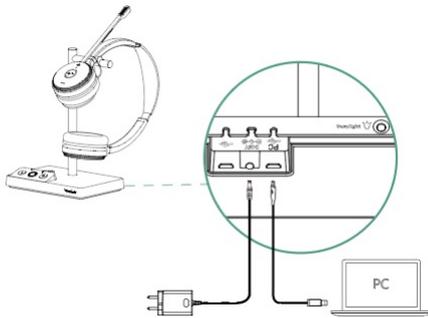
> ⓘ **NOTE**
> You need to connect the PC to the micro USB port of the base marked with the text "PC".

Headset Indicator

LED Indicator	Description
Flash blue	Connecting
Solid blue	Connected

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

How many pairing information can a headset save at most?

Can I connect WH6X to the PC and desk phone at the same time?

The headset cannot register to the base?

Connect WH62/WH63 to Desk Phone via USB Cable

Connect to Desk Phone via USB Cable

You can connect the WH62/WH63 to Yealink, Ploy, Grandstream, and Snom phones.
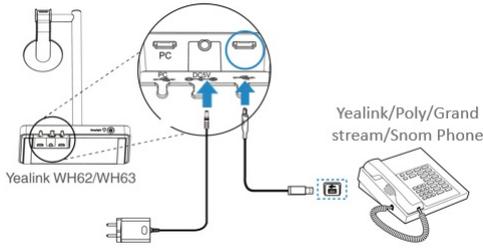
For more information on compatible desk phones, refer to the WH62/WH63 USB Compatibility List.

Headset LED Indicator

LED Indicator	Description
Flashing blue	Connecting
Solid blue	Connected

FAQ

Why doesn't the base respond when there is an incoming call from the desk phone?

Can I connect WH62/WH63 to the PC and desk phone simultaneously?

How to use EHS35 with T3 series phones and WH62/WH63?

Why can't WH6X connect to the desk/IP phone?

Why is there no dial tone when the headset is connected to the PC/Desk Phone?

Yealink Headset-Cannot work with compatible Yealink IP phones

Connect WH62/WH63 to Desk Phone via EHS Cable

Related Video:
- How to Set Up DECT Wireless Headset with Yealink EHS35
- How to Connect a Third-Party Phone & Yealink WH62&WH63 via EHS61 Adapter

You can also refer to Yealink DECT Headset-Work with Deskphone Solution about desk phones brand compatibility.
Electronic Hook Switch Cables (EHS wireless headset adapter) provide the desk phone call control with your wireless headset. We offer cables that are compatible with many of the most popular office desk phones.
There are three types of EHS cable to connect to a desk phone, and you can choose one ESH cable according to your desk phone brand.
Before You Begin
You need to purchase Yealink the EHS wireless headset adapter separately.

> ⓘ **NOTE**
> You need to connect the desk phone to the micro USB port of the base marked with the text "Phone".

Remote Control Feature

Allow you to remotely control your phone calls, including answering, hanging up, and adjusting the volume.

EHS Cable	Desk Phone Brand
EHS60	Cisco/Avaya/Poly/Grandstream ⓘ **TIP** For more information, please refer to Yealink EHS60 wireless headset adapter.

EHS61	Mitel/Unify/Yealink
	ⓘ **TIP** For more information, please refer to Yealink EHS61 wireless headset adapter.

Without Remote Control Feature

- Allow you to remotely control your Yealink T3X phone calls, including answering, rejecting, holding, muting, hanging up, switching between multiple calls, and adjusting the volume.
- The EHS35 with Yealink/Avaya/Poly/Snom/Grandstream/Fanvil desktop phone can only provide audio without a remote control feature.

EHS Cable	Desk Phone Brand
EHS35	Avaya/Poly/Snom/Grandstream/Mitel/Unify/Fancil/Yealink
	ⓘ **TIP** For more information, please refer to Yealink EHS35 wireless headset adapter.

ⓘ **NOTE**
- For more information on compatible desk phones, refer to the WH62/WH63 USB Compatibility List.
- You need to purchase Yealink the EHS wireless headset adapter separately.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

Why doesn't the base respond when there is an incoming call from the desk phone?

Can I connect WH62/WH63 to the PC and desk phone simultaneously?

How to use EHS35 with T3 series phones and WH62/WH63?

Why can't WH6X connect to the desk/IP phone?

Why is there no dial tone when the headset is connected to the PC/Desk Phone?

Yealink Headset-Cannot work with compatible Yealink IP phones

Connect WH62/WH63 to Desk Phone via Telephone Cable

You can connect the WH62/WH63 to Yealink, Cisco, Avaya, Ploy, Grandstream, Franvil and Snom phones.

ⓘ **NOTE**
For more information, please refer to Yealink Telephone Cable for WH62/WH63.

Connect WH62/WH63 to PC/Desk Phone Simultaneously

You can connect up to two devices at the same time.
After the second device is connected, the primary headset prompts "New Headset Joined" and the second headset prompts "Headset Connected"

Connect WH62/WH63

You can connect your WH62/WH63 base to a PC and desk phone via a USB cable. Then you can use your headset to perform call controls for the softphone.
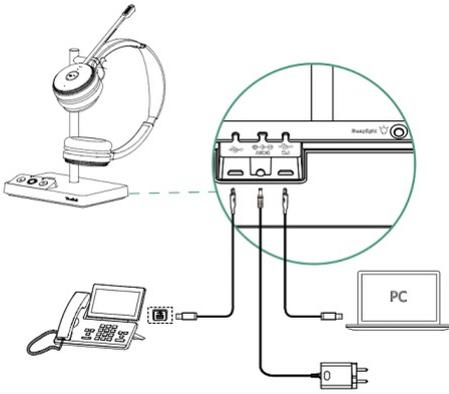
> ⓘ **NOTE**
> WH62/WH63 only supports USB connection.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

How many headsets can connect to the base simultaneously?

WH62/WH63 Auto-Connect

WH6X series headsets support pairing multiple devices (Base/WDD60 dongle) for office and home, providing a seamless hybrid work experience. Take the paired headset to the office or home, and it will automatically connect to the base or WDD60.

> ⓘ **NOTE**
> - One headset and base/WDD60 only needed to be paired once.
> - One headset can only be connected to one WDD60 or one base.

Before you begin

You need to purchase the WDD60 separately and do the following to pair the WDD60.

> ⓘ **NOTE**
> The headset and the base are pre-paired and ready for use. You only need to dock the headset to the base, which will pair automatically.

Pair Headset with WDD60 Manually

1. Press and hold the Call Control button of the headset for 5 seconds, and you can hear the voice prompt "Power on, pairing mode".

2. Connect the WDD60 to the PC and put it into pairing mode.

3. The headset and the WDD60 will pair automatically, and the headset's LED indicator will glow blue.

Troubleshooting

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

Connect WH66/WH67

Pair WH66/WH67 Headset with Base

You can enjoy music and hands-free calling with the headset wirelessly by using your device's Bluetooth function. This chapter is applicable to WH66/WH67.

Introduction

When you put the headset on the base station, you can feel the headset stick to the base. Also, you can check the charging indicator on the headset to judge whether it is correctly installed. Take WH62/WH63 for example.

Before you begin: Please dock the headset to the base to charge for at least 30-min for the first time usage.
Procedure

1. Connect the base to a power supply.

2. Power on your headset.

3. Dock the headset to the base.

   The headset is successfully paired with the base. The LED on the headset glows green for 5 seconds, then indicates the charging status.

> ⓘ **NOTE**
> After the primary headset is paired, the primary headset will keep paired even if you undock it. You can pair up to three headsets to the base for conferencing. After the conference ends, all other headsets automatically disconnect from the base.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

How many headsets can connect to the base simultaneously?

Do the headset and base only need to be paired once?

How many Bluetooth devices can I connect to WH66/WH67 simultaneously?

Unpair WH66/WH67 Headset with Base

Before you begin: The headset has paired with the base. You can do one of the following to disconnect/unpair your headset.
Procedure
Press the **Mute** and **Call Control** buttons for 3 seconds until the LED on the headset flashes orange, and you hear "out of range".
For WH66:
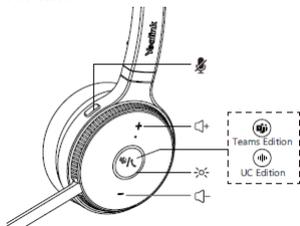
For WH67:
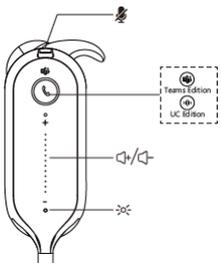
Connect WH66/WH67 to PC

Related Video: How to Connect Yealink WH66&WH67 to Your PC

You can connect your WH66/WH67 base to a PC via Bluetooth or a USB cable. Then you can use your headset to perform call controls for the softphone.

Connect to PC via Cable
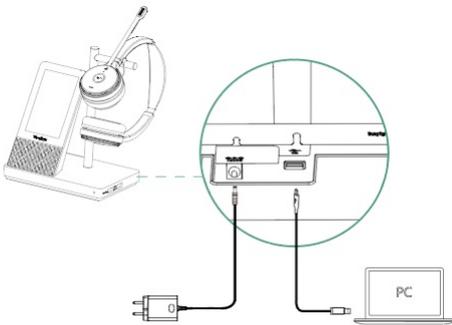
> ⓘ **NOTE**
> You need to connect the PC to the micro USB port of the base marked with the text "PC".

Headset LED Indicator

LED Indicator	Description
Flash blue	Connecting
Solid blue	Connected

Connect to PC via Bluetooth

> ⓘ **NOTE**
> It is only applicable to WH66/WH67.

The base can save the pairing information of 8 Bluetooth devices connected recently.

You can connect the base to the PC via a Bluetooth dongle BT50. The base and the BT50 are pre-paired and ready to use out of the box.

> ☼ **TIP**
> If you connect the base to the PC via built-in Bluetooth, the base can only support voice pickup and audio playback.

Procedure

1. Connect the BT50 to a USB port on your PC.
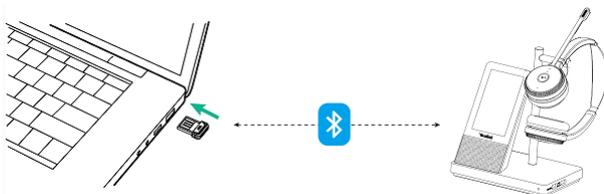
2. After a successful connection, the BT50's LED indicator glows blue.

   To manually pair the base with the BT50, please refer to Pair WH66 & WH67 with BT50 (Optional).

BT50 LED Indicator

LED Indicator	Description
Flash blue	Bluetooth connecting
Solid blue	Bluetooth connected
Off	Bluetooth disconnected

Headset Indicator

LED Indicator	Description
Flash blue	Connecting
Solid blue	Connected

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

How many pairing information can a headset save at most?

What is the Bluetooth range of Bluetooth Dongle BT50?

Why does my PC with a Type-C port not recognize my WH66/WH67?

Why can't WH66/WH67 connect to the PC via BT50?

How to select WH66/WH67 as the audio playback device on the PC when you directly connect it to the PC via Bluetooth?

Can I connect WH6X to the PC and desk phone at the same time?

What Bluetooth devices can be connected to WH66/WH67 headset?

Can I use WH66/WH67 normally when the device CARD displays "PC Softphone" or "PC Device"?

The headset cannot register to the base?

Connect WH66/WH67 to Desk Phone

Related Video:
- How to Connect Yealink WH66&WH67 to Your Desk Phone
- How to Set Up DECT Wireless Headset with Yealink EHS35

You can connect your WH66/WH67 base to a desk phone via Bluetooth or a USB cable. Then, you can use your headset to perform call controls for the desk phone.

Connect to Desk Phone via Cable

Connect WH66/WH67
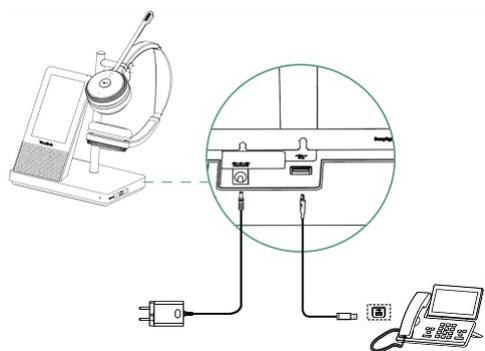
> ⓘ **NOTE**
> You need to connect the PC to the micro USB port of the base marked with the text "PC".

Headset Indicator

LED Indicator	Description
Flashing blue	Connecting
Solid blue	Connected

Connect to Desk Phone via Bluetooth

The base can save the pairing information of 8 Bluetooth devices connected recently.

> ⓘ **NOTE**
> It is only applicable to WH66/WH67.

Connect Directly

Procedure

1. Do the following:

   ○ For Teams version:

   Tap 👤 go to **Bluetooth**.

   ○ For UC version:

   Tap ❊ .

2. Make sure the Bluetooth of the base is enabled.

3. On your desk phone, turn on Bluetooth and select **Yealink WH66** / **Yealink WH67**.

Connect via Bluetooth Dongle BT50

If your desk phone does not support Bluetooth or you do not want to use the built-in Bluetooth, you can connect the base via the Bluetooth Dongle BT50.
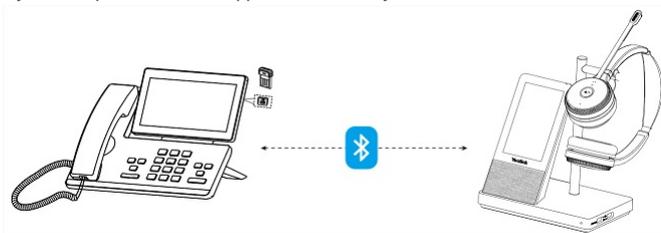
Procedure

1. Do the following:

   ○ For Teams version:

   Tap 👤 go to **Bluetooth**.

   ○ For UC version:

   Tap ❊ .

2. Make sure the Bluetooth of the base is enabled.

3. Connect the BT50 to the desk phone.

4. On your desk phone, turn on Bluetooth and select **Yealink WH66** / **Yealink WH67**.

> ⓘ **NOTE**
> To manually pair the base with the BT50, please use Yealink USB connect. For more information on compatible desk phones, refer to Compability WH6X.

BT50 LED Indicator

LED Indicator	Description
Flashing blue	Bluetooth connecting
Solid blue	Bluetooth connected
Off	Bluetooth disconnected

Headset Indicator

LED Indicator	Description
Flashing blue	Connecting

Solid blue	Connected

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

Why can't WH66/WH67 connect to the desk phone via BT50?

Why doesn't the base respond when there is an incoming call from the desk phone?

There are many WH66/WH67 devices in my office area and which one should I connect via Bluetooth?

Can I connect WH6X to the PC and desk phone simultaneously?

What Bluetooth devices can be connected to the WH66/WH67 headset?

How to use EHS35 with T3 series phones and WH62/WH63?

Why can't WH6X connect to the desk/IP phone?

Why is there no dial tone when the headset is connected to the PC/Desk Phone?

Headset cannot work with compatible Yealink IP phones

Connect WH66/WH67 to Mobile Phone

Related Topic: Video: How to Pair Yealink WH66&WH67 with a mobile phone

> ⓘ **NOTE**
> It is only applicable to WH66/WH67.

Connect to New Mobile Phone

1. Do the following:

- For Teams version:

    Tap 👤 go to **Bluetooth**.

- For UC version:

    Tap 🅱 .

2. Make sure Bluetooth is enabled.

3. On your mobile phone, enable **Bluetooth** and select **Yealink WH66** / **Yealink WH67**.

> ⓘ **NOTE**
> -The Yealink WH66/Yealink WH67 is the default device name. You can edit the base's Bluetooth device name via the Yealink USB Connect. For more information on the compatible mobile phone, refer to the specific Compatibility List for WH6X.
> -You can sync mobile contacts to WH66/WH67 as temporary contacts by enabling Contact Sharing permissions on your mobile phone.

Headset Indicator

LED Indicator	Description
Flash blue	Connecting
Solid blue	Connected

Connect to Paired Mobile Phone

1. Power on the WH66/WH67.

2. Unlock the screen of the mobile phone if it is locked.

3. If the headset has automatically connected to the last connected device, you will hear a notification sound announcing that the connection is established.

   Check the connection status on your phone. If it is not connected, proceed to step 4.

4. Go to **Settings** > **Bluetooth** on your mobile phone.

5. Tap the paired mobile phone on your mobile phone.

   You will hear a notification sound announcing that the connection is established.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

What Bluetooth devices can be connected to WH66/WH67 headset?

Connect WH66/WH67 to PC/Desk Phone Simultaneously

Connect WH66/WH67

- Connect WH66/WH67 to a PC and desk phone via the included USB cable.
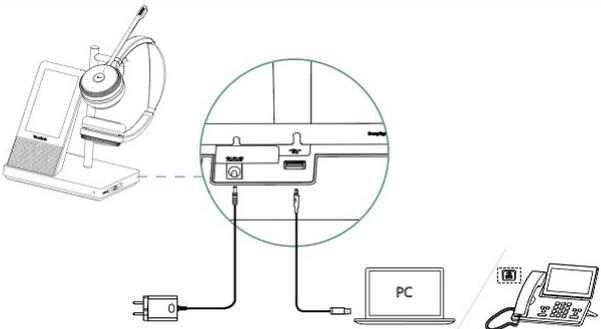
- Connect WH66/WH67 base to a PC via USB cable and desk phone via Bluetooth.
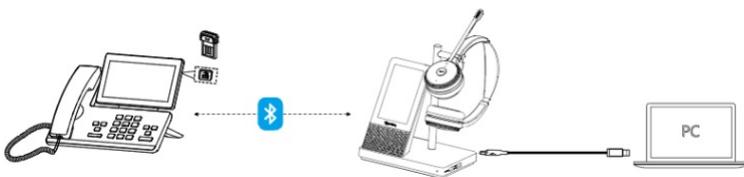
- Connect WH66/WH67 base to a PC via Bluetooth and desk phone USB cable.
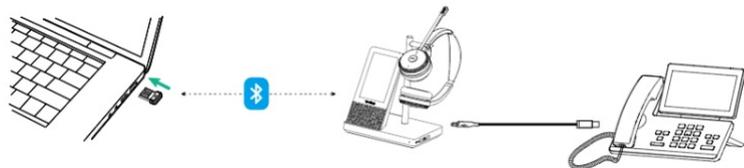
- Connect WH66/WH67 to a PC and desk phone via Bluetooth.
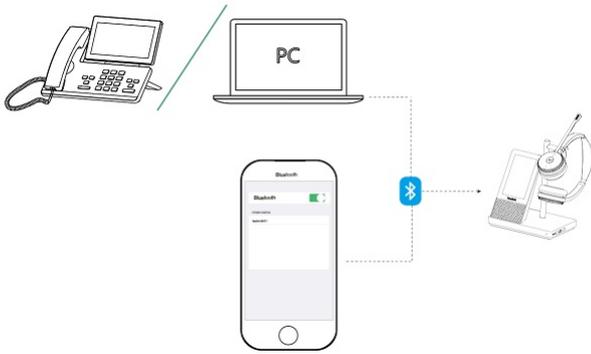
- Connect WH66/WH67 to a PC using the included USB cable and desk phone via Bluetooth.

Related Topics

- Connect WH6X to PC
- Connect WH6X to Desk Phone
- Connect WH66 & WH67 to Mobile Phone

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

How many headsets can connect to the base simultaneously?

Can WH66/67 be connected to the PC and desk phone simultaneously via Bluetooth?

No, it does not support it.

Manage WH66/WH67 Bluetooth Device

Disconnect and Remove Bluetooth Device

You can disconnect your Bluetooth device from your base and still keep it paired. When you disconnect a Bluetooth device, it remains paired so that you can reconnect it to your base. You can also remove your Bluetooth device so that it is no longer paired or connected to the base.

1. Do the following:

   - For Teams version:

     Tap 👤 go to **Bluetooth**.

   - For UC version:

     Tap ⁂ .

2. Tap the connected Bluetooth device to disconnect.

   After disconnecting the device, **Disconnected** displays below the corresponding device.

3. Tap ⋯ on the connected Bluetooth device and select **Remove**.
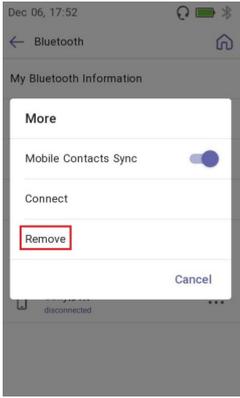
4. Tap **OK** or **Cancel**.
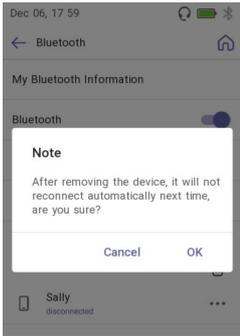
Edit Bluetooth Information

You can change the base's Bluetooth device name to identify your base to other devices.

Procedure

1. Do the following:

- For Teams version:

  Tap 👤 go to **Bluetooth**.

- For UC version:

  Tap ⋇.

2. Tap **My Bluetooth Information**.

3. Tap ✎/✐ to edit the device name.

> ⓘ **NOTE**
> When the Bluetooth is turned off, you cannot edit the Bluetooth device name.

Erase All Bluetooth Pairings

You can erase all saved Bluetooth device pairings.

Procedure

1. Do the following:

  ○ For Teams version:

    Tap 👤 go to **Bluetooth**.

  ○ For UC version:

    Tap ⋇.

2. Tap 🗑/🗑.

  The screen prompts you to clear the list of paired devices.

3. Tap **OK** or **Cancel**.

Pair WH66/WH67 with BT50 (Optional)

Before You Begin

Make sure that the base is in Bluetooth pairing mode or is connected to the same PC with BT50.

1. Select BT50 device CARD.

2. Click Pair Management.

3. In **Pairable devices List** field, click ⟳ to search for the pairable device.

4. Find the desired device and click **Start pairing**.
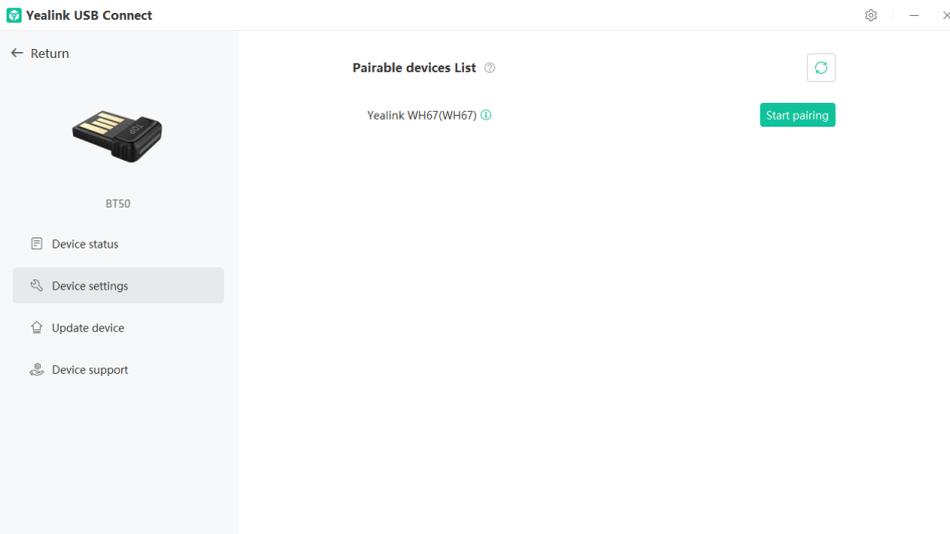
> ⓘ **NOTE**
>
> Once the BT50 is paired with your device, you can delete the corresponding pairing information on WH66/WH67 only when you reset the device to the factory. The WH66/WH67 only saves the pairing information of one BT50. After pairing a new BT50, WH66/WH67 will automatically delete the old BT50 pairing information. For more information on how to pair and delete pairing information on BT50, refer to the Yealink USB Device Manager Client User Guide .

Troubleshooting

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

WH66/WH67 Auto-Connect

WH6X series headsets support pairing multiple devices (Base/WDD60 dongle) for office and home, providing a seamless hybrid work experience. Take the paired headset to the office or home, and it will automatically connect to the base or WDD60.

> ⓘ **NOTE**
>
> - One headset and base/WDD60 only needed to be paired once.
> - One headset can only be connected to one WDD60 or one base.

Before you begin

You need to purchase the WDD60 separately and do the following to pair the WDD60.

> ⓘ **NOTE**
>
> The headset and the base are pre-paired and ready for use. You only need to dock the headset to the base, which will pair automatically.

Pair Headset with WDD60 Manually

1. Press and hold the Call Control button of the headset for 5 seconds, and you can hear the voice prompt "Power on, pairing mode" .

2. Connect the WDD60 to the PC and put it into pairing mode.

3. The headset and the WDD60 will pair automatically, and the headset's LED indicator will glow blue.

Troubleshooting

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

Connect WH62/WH63 Portable

Connect WDD60 to WH6X Portable

WH62 Portable

The headset and the WDD60 are pre-paired and ready for use.

> ⓘ **NOTE**
> One WDD60 can only connect to one device at a time.

Connect to PC/Desk Phone

1. Press **Call Control** to power on the headset (in the idle state).

2. Connect the WDD60 to the PC or desk phone.

3. The headset pairs WDD60 automatically.
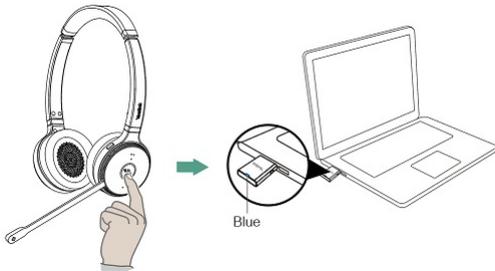
LED Indicator

- **WDD60**

LED Status	Description
Flash red and blue	Pairing
Solid blue	Pairing successful

- **Headset**

LED Status	Description
Solid blue for 3s	Pair successfully

WH63 Portable

The headset and the WDD60 are pre-paired and ready for use.

> ⓘ **NOTE**
> One WDD60 can only connect to one device at a time.

Connect to PC/Desk Phone

1. Press **Call Control** to power on the headset (in the idle state).

2. Connect the WDD60 to the PC or desk phone.

3. The headset pairs WDD60 automatically.
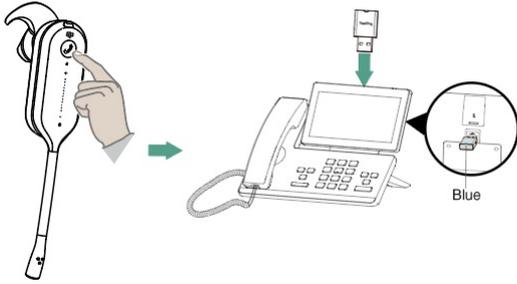
LED Indicator

- **WDD60**

LED Status	Description
Flash red and blue	Pairing
Solid blue	Pairing successful

- **Headset**

LED Status	Description
Solid blue for 3s	Pair successfully

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

How many devices can be paired with one WDD60 simultaneously?

Pair WDD60 with Headset (Optional)

> ☼ **TIP**
> If the WDD60 is unpaired or bought separately, you will need to pair the WDD60 with the headset.

WH62 Portable

1. Power on the headset and put it into pairing mode.
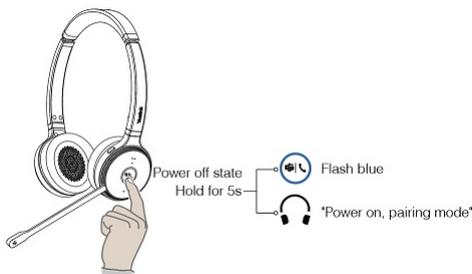
2. Connect the WDD60 to a PC or desk phone and put the WDD60 into pairing mode.

3. Press and hold the button of the WDD60 for 3s, and the LED indicator flashes blue and red alternately.
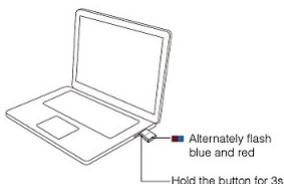
4. After pairing was successful, the LED indicator of the WDD60 turns solid blue.
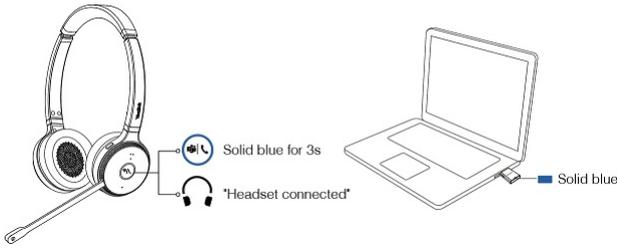
WH63 Portable

1. Power on the headset and put it into pairing mode.
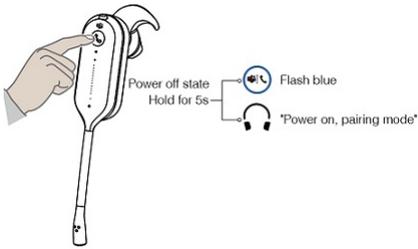
2. Connect the WDD60 to a PC or desk phone and put the WDD60 into pairing mode.
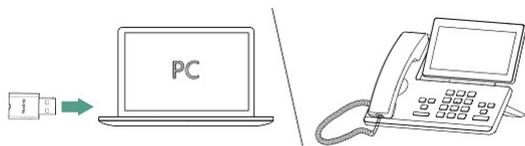
3. Press and hold the button of the WDD60 for 3s, and the LED indicator flashes blue and red alternately.
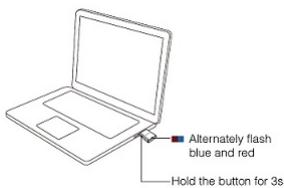
4. After pairing was successful, the LED indicator of the WDD60 turns solid blue.

FAQ
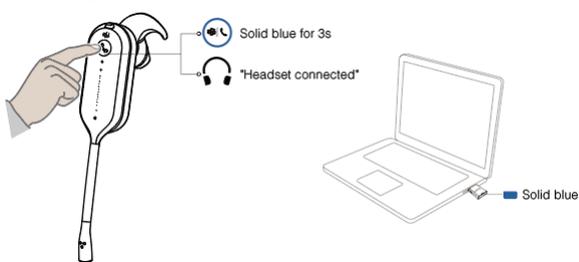
If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

How many devices can be paired with one WDD60 simultaneously?

WH62/WH63 Portable Auto-Connect

WH62/WH63 Portable headsets support pairing multiple devices (Base/WDD60 dongle) for office and home, providing a seamless hybrid work experience. Take the paired headset to the office or home, and it will automatically connect to the base or WDD60.

> ⓘ **NOTE**
> - One headset and base/WDD60 only needed to be paired once.
> - One headset can only be connected to one WDD60 or one base.

Before you begin

You need to purchase the base separately, and do the following to pair the base.

> ⓘ **NOTE**
> The headset and the WDD60 are pre-paired and ready for use.

Manually pair a headset with base

1. Connect the base to the power supply.
2. Dock the headset to the base.
3. The headset and the base will pair automatically and the headset's LED indicator will glow blue.

Troubleshooting

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

Call Control

WH62/WH63/WH66/WH67

WH62/WH63 Basic Usage

Related Topic: Video: How to Manage Calls

Headset/Base Usage

For WH6X Headset

- **For WH62/WH66 headset**:

- **For WH63/WH67 headset**:

Function	Action
Answer call	Press **Call Control** button or undock the headset (determined by the value of "Auto Answer when undocked").
End call	Press **Call Control** button or dock the headset. ⓘ **NOTE** When the headset disconnects from the base for 1 minute during a call, the call will automatically hang up.
Reject call	Double-press **Call Control** button. **Note**: It is not applicable for Teams software temporarily because of the Microsoft Teams issue.
Redial	Double-press **Call Control** button. ⓘ **NOTE** It is not applicable for Teams software temporarily because of the Microsoft Teams issue.

Hold/resume call	Hold **Call Control** button for 2 seconds. ⓘ **NOTE** It is not applicable for Teams software temporarily because of the Microsoft Teams issue.

For WH62/WH63 Base

Function	Action
Answer/end a softphone's call	Press **PC** button.
Reject a softphone's call	Double-press **PC** button. ⓘ **NOTE** It is not applicable for Teams software temporarily because of the Microsoft Teams issue.
Redial a softphone's call	Double-press **PC** button. ⓘ **NOTE** It is not applicable for Teams software temporarily because of the Microsoft Teams issue.

For WH62/WH63 Base
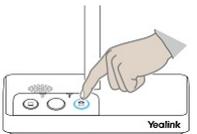
Function	Action
Answer/end a desk phone's call	Press the **Phone** button.
Reject a desk phone's call	Double-press **Phone** button.
Redial a desk phone's call	Double-press **Phone** button.

Voice Assistants
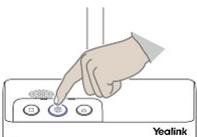
Function	Action
Activate the Cortana	Hold **Teams** button. **Note**: It requires Microsoft's support.
Invoke the Teams client	Press **Teams** button in the idle state.

Adjust Volume

Headset	Function
WH62	
	Press **Volume Up** button.

	Press **Volume Down** button.
WH63	
	Slide up/down on the volume control panel.

> ⓘ **NOTE**
> The playback volume can also be adjusted while you are on a call.

Mute/Unmute Microphone

Mute/Unmute Microphone	Function
WH62	
	Press the **Mute** button. For WH66, you can also move the microphone boom arm up/down to mute/unmute.
WH63	
	Press **Mute** button.

Related Topic
- How to set mute notification

Switch Headset/Speakerphone Mode

Headset	Function
WH62	
	Press and hold **Mute** button.
WH63	

	Press and hold **Mute** button.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

Why can't I hear the other party's voice?

Why can't the other party hear me?

How to ensure clear audio when I use my headset?

How to record the calls via WH6X headset?

Why can't I hear my voice when I speak with the microphone? How to adjust the sidetone volume on my PC?

How to set my device as the default audio device on my Windows PC?

How to set my device as the default audio device on my macOS computer?

Why is there no audio in my headset when I answer an incoming call on my smartphone?

How to adjust the base ringtone volume of WH62/WH63?

How to use the conference call mode with my headset?

WH66/WH67 Basic Usage

Related Video

- How to Manage Calls

- Multi-headset Conference Calls

Headset/Base Control

For WH6X Headset

- **For WH62/WH66 headset**:

- **For WH63/WH67 headset**:

Function	Action
Answer call	Press **Call Control** button or undock the headset (determined by the value of "Auto Answer when undocked").

End call	Press **Call Control** button or dock the headset. ⓘ **NOTE** When the headset disconnects from the base for 1 minute during a call, the call will automatically hang up.
Redial	Double-press **Call Control** button. ⓘ **NOTE** It is not applicable for Teams software temporarily because of the Microsoft Teams issue.
Hold call	Hold **Call Control** button for 2 seconds. ⓘ **NOTE** It is not applicable for Teams software temporarily because of the Microsoft Teams issue.

For WH66/WH67 Base

WH66/WH67 Base Function	Action
Place a new call	1. Tap the connected device Card or (Teams version)/(UC version). 2. Enter the desired number. 3. **Optional**: Select the desired outgoing dialing device. 4. Tap Call.
Place a call from the directory	1. Tap (Teams version), and go to **Contacts**/(UC version). 2. Select the desired contact group and find the desired contact. 3. Tap the contact to enter the detail screen. 4. Tap .
Place a call from the call history	1. Do one of the following: -Tap (Teams version) or , and go to **History** or . -Tap or and select (UC version). 3. Select the desired call record to place a call.
Answer call	Tap .
End call	Tap .
Reject call	Tap (Teams version). Tap (UC version).
Silence a call (UC version)	Tap
Hold call	Tap (Teams version). Tap (UC version) and select **Hold**.
Resume call	Tap **Resume**.
Adjust volume	Tap and drag the slider (Teams version) . Tap or (UC version) .
Mute/unmute microphone	Tap or and drag the slider (Teams version) . Tap or (UC version) .
Place a new call during a call	Tap and select **New call**.
Redial	1. Tap or the user account avatar. 2. Tap **Redial**. 3. Select a device to redial. ⓘ **NOTE** It is only available to the Teams version.

Adjust Volume

Headset	Function
WH66	

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	Press **Volume Up** button.
	Press **Volume Down** button.
WH67	
	Slide up/down on the volume control panel.

:::NOTE
The playback volume can also be adjusted while you are on a call. While you are on a call, you cannot adjust the playback volume, and you can only adjust the call volume.
:::

Mute/Unmute Microphone

Headset	Function
WH66	
	Press **Mute** button. For WH66, you can also move the microphone boom arm up/down to mute/unmute.
WH67	
	Press **Mute** button.

Related Topic: How to set mute notification

Switch Headset/Speakerphone Mode

Headset	Function
WH66	
	Press and hold **Mute** button. ⓘ **NOTE** The call will automatically switch to the headset channel during a hands-free call after the headset reconnects.
WH67	

97

	Press and hold **Mute** button. ⓘ **NOTE** The call will automatically switch to the headset channel during a hands-free call after the headset reconnects.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

Why can't the call volume be synchronized after I connect WH66/WH67 to my smartphone?

How to choose WH66/WH67 as an audio playback device on a PC when I connect WH66/WH67 to a PC via BT50?

Why can't I hear the other party's voice?

Why can't the other party hear me?

How to ensure clear audio when I use my headset?

How to record the calls via WH6X headset?

Why can't I hear my voice when I speak with the microphone? How to adjust the sidetone volume on my PC?

How to set my device as the default audio device on my Windows PC?

How to set my device as the default audio device on my macOS computer?

Why is there no audio in my headset when I answer an incoming call on my smartphone?

How to adjust the base ringtone volume of WH62/WH63?

How to use the conference call mode with my headset?

Handle Multiple Calls

Handle Multiple Calls

The headset and base can accept and handle multiple calls at the same time.

ⓘ **NOTE**
It is temporarily not applicable for Teams software because of the Microsoft Teams issue.

- **For WH62/WH66 headset**:

- **For WH63/WH67 headset**:

Function	Action

End the current call and answer the coming call	Press the **Call Control** button.
Hold the current call and answer the coming call	Press and hold the **Call Control** button for 2 seconds. For WH66/WH67, you can also tap 🟢 to answer on the base.
Switch between held call and active call	Press and hold the **Call Control** button for 2 seconds. For WH66/WH67, you can also tap ▶ (Teams version) / tap ▶ to select ⏸ (UC version) on the base.
Reject the incoming call, while on a current call	Double-press the **Call Control** button. For WH66/WH67, you can also reject on the base.

Troubleshooting

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

Transfer Call from Desk Phone to Headset

Transfer Call from Desk Phone to Headset

Before you begin
- The base is connected to the Yealink phone via USB.
- A call is answered on the phone using the handset or speakerphone.

Procedure

1. For **WH62/WH63**, Do one of the following:

   ○ Press **Call Control** button on the headset.

WH62	WH63
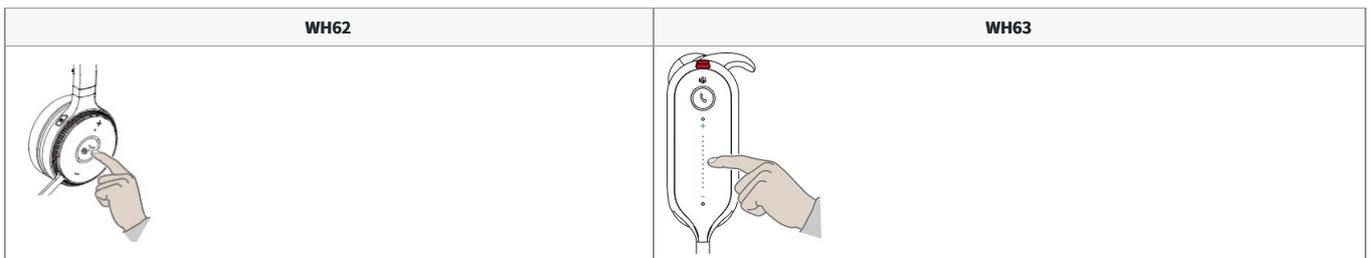
   ○ Pick up the headset from the base.

   If necessary, press **HEADSET** button on the desk phone. The audio will transfer from the desk phone to the headset.

2. For **WH66/WH67**, press **HEADSET** button on the desk phone.
   The audio will transfer from the desk phone to the headset.

Troubleshooting

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

Transfer Call from Headset to Desk Phone

Transfer Call from Headset to Desk Phone

Before you begin
- The base is connected to the Yealink phone via USB.
- A call is answered on the headset.

Procedure

1. When you receive an incoming call on the base, pick up the headset or press **Call Control** button to answer it.

WH62/WH66	WH63/WH67
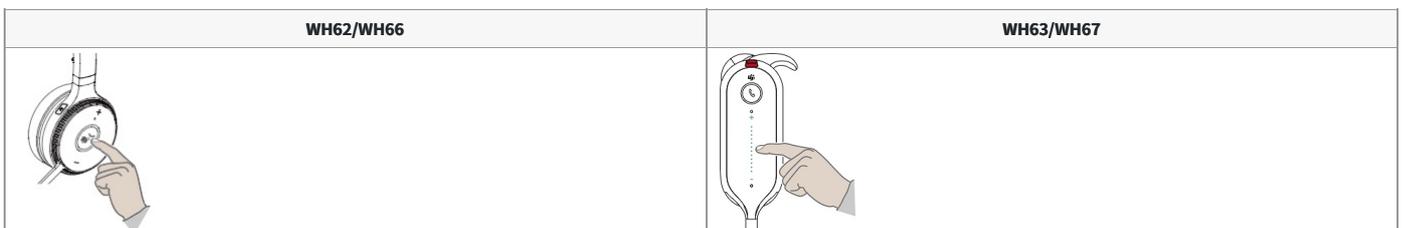
2. Press the speakerphone button on the desk phone.
   The audio will transfer from the headset to the desk phone.

Troubleshooting

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

Merge Two Calls

You can merge two calls into one conference call.

> ⓘ **NOTE**
> It is temporarily not applicable for Teams software because of the Teams issue.

WH62/WH63

Before you begin

- The base is connected to the PC and desk phone USB.

- There is an active softphone call and an active phone call on the base.

Procedure

1. If you receive a second call while on a call, press the headset's **Call Control** button to hold the second call.

WH62	WH63
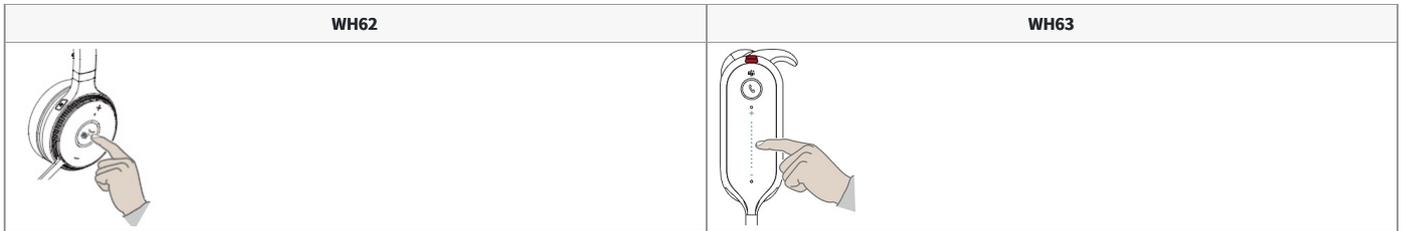
2. Hold **PC** and **Phone** buttons for 2 seconds.
   Two calls are merged.

3. To split the conference, hold **PC** and **Phone** buttons for 2 seconds.
   After splitting the conference, the call corresponding to the button is active, and the other is placed on hold.
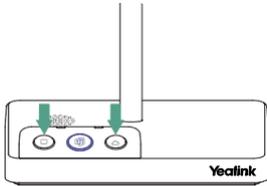
WH66/WH67

Before you begin
There are two calls on the base, and one of them is on the connected USB device.
Procedure

1. If you receive a second call while on a call, press the headset's **Call Control** button to hold the second call.
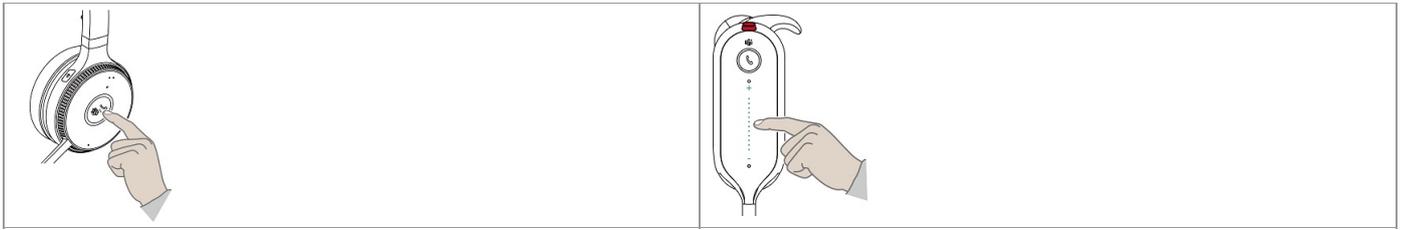
WH66	WH67

2. Tap ● to select **Merge Calls**.
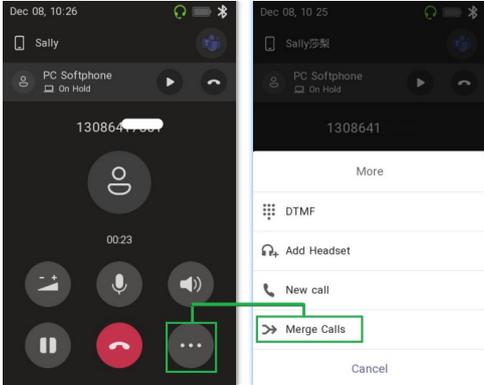
3. To split the conference, tap ● to select **Split Conf**.

Multiple Headset Conference Calls

Add New Headset During a Call

Related Topic: Video: How to Use Yealink WH66&WH67 Multi-headset Conference Calls

For WH62/WH63/WH66/WH67

Before you begin
You need to power on the new headset.
Procedure

1. Dock the new headset in the primary headset's base when you are on a call with the primary headset.

2. Press **Call Control** button on the primary headset within 10s to accept the new headset to join the conference.
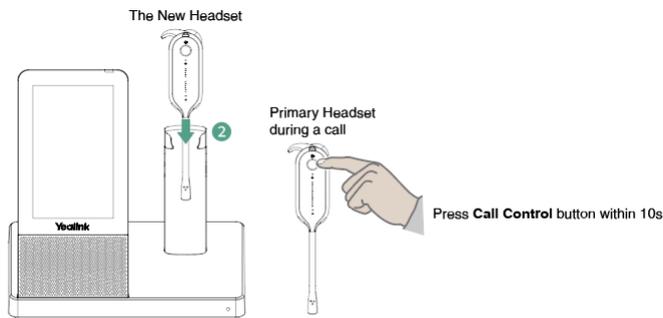
3. The primary headset prompts "New Headset Joined", and the new headset prompts "Headset Connected".

   Once the primary headset establishes the call, the audio will be shared between headsets. When the call ends, the additional headset will disconnect from the base.

   By default, the new headset is muted after pairing.

Only for WH66/WH67

Before you begin
You need to power on the new headset.
Procedure

1. Dock the new headset in the base when you are on a call with the primary headset.

2. Go to ⬤ or 🔵 > **Add Headset**.

3. Dock the new headset in the base.

4. Press **Call Control** button on the primary headset within 10s to accept the new headset to the conference.

5. The primary headset prompts "New Headset Joined", and the new headset prompts "Headset Connected".

Once the primary headset establishes the call, the audio will be shared between headsets. When the call ends, the additional headset will disconnect from the base.

By default, the new headset is muted after pairing.

> ⓘ **NOTE**
> - When the call ends, the new headset will disconnect from the base. If you do not want to disconnect new headsets from the base, you can enable   Permanent conference mode via Yealink USB Connect software.
> - Different headsets use their own tuning settings while in conferencing mode. You can mute and adjust the volume in your headset without changing the settings on any new paired headsets.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

What is the Difference Between the Primary Headset and the Secondary Headset?

How to Use the Conference Call Mode with My Headset?

Add New Headset When Base is Idle

Up to three headsets can be connected to one base for conferencing.

For WH62/WH63/WH66/WH67

Before you begin: You need to power on the new headset.
Procedure

1. Undock the primary headset.

2. Dock the new headset in the base.

3. Press **Call Control** button on the primary headset within 10s to accept the new headset to the conference.

4. The primary headset prompts "New Headset Joined", and the new headset prompts "Headset Connected".

Once the primary headset establishes the call, the audio will be shared between headsets. When the call ends, the additional headset will disconnect from the base.

By default, the new headset is muted after pairing.

Only for WH66/WH67

Before you begin: You need to power on the new headset.
Procedure

1. Go to 👤 or 👥 > **Settings** > **Basic Settings** > **Add Headset**.

2. Tap ⊞ and then dock the new headset in the base.
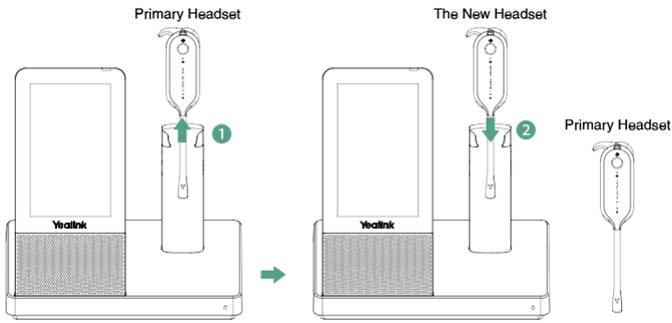
3. Press **Call Control** button on the primary headset within 10s to accept the new headset.

4. The primary headset prompts "New Headset Joined", and the new headset prompts "Headset Connected".

   Once the primary headset establishes the call, the audio will be shared between headsets. When the call ends, the additional headset will disconnect from the base.

   By default, the new headset is muted after pairing.

> ⓘ **NOTE**
> - When the call ends, the new headset will disconnect from the base. If you do not want to disconnect new headsets from the base, you can enable Permanent conference mode via Yealink USB Connect software.
> - Different headsets use their own tuning settings while in conferencing mode. You can mute and adjust the volume in your headset without changing the settings on any new paired headsets.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

What is the Difference Between the Primary Headset and the Secondary Headset?

How to Use the Conference Call Mode with My Headset?

Add New Headset without Docking

> ⓘ **NOTE**
> Up to three headsets can be connected to one base for conferencing.

WH62/WH63

1. Power off the new headset by pressing **Call Control** button for 3 seconds until you hear "power off".

2. Power on the new headset and press **Call Control** button for 5 seconds until you hear "power on, pairing mode", and the button flashes orange.
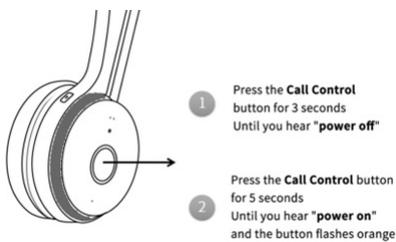
3. Put the base into pairing mode.

    When WH62/WH63 is in an idle state, press **PC** button for 5 seconds until the button flashes green and white.
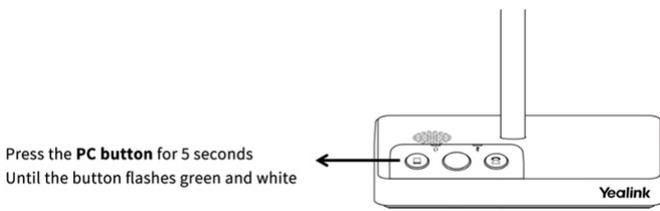
Press the **PC button** for 5 seconds
Until the button flashes green and white

4. Press **Call Control** button of the primary headset within 10s to accept the new headset to the conference.

    The primary headset prompts "New Headset Joined", and the new headset prompts "Headset Connected".

WH66/WH67

1. Power off the new headset by pressing **Call Control** button for 3 seconds until you hear "power off".

2. Power on the new headset and press **Call Control** button for 5 seconds until you hear "power on, pairing mode", and the button flashes orange.

Press the **Call Control**
button for 3 seconds
Until you hear "**power off**"

Press the **Call Control** button
for 5 seconds
Until you hear "**power on**"
and the button flashes orange
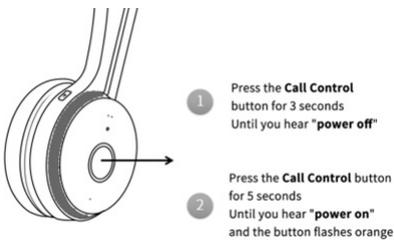
3. Put the base into pairing mode.

    When WH66/WH67 during a call, go to **Add Headset** > **Pair without docking**.
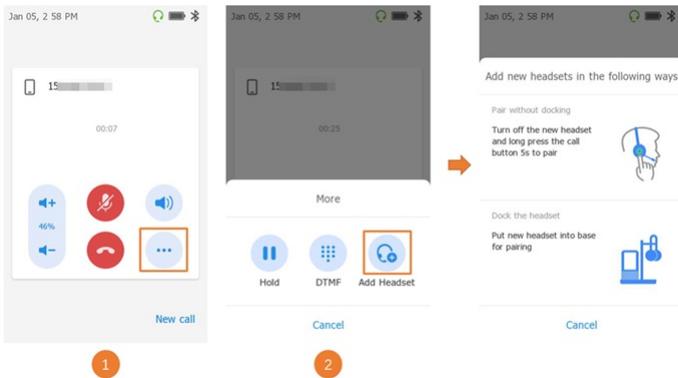
4. Press **Call Control** button of the primary headset within 10s to accept the new headset to the conference.

    The primary headset prompts "New Headset Joined", and the new headset prompts "Headset Connected".

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

What is the Difference Between the Primary Headset and the Secondary Headset?

How to Use the Conference Call Mode with My Headset?

End or Leave Conference Call

Up to three additional headsets can be connected to one base for conferencing.
- To end the conference for all headsets:
  Press **Call Control** button of the primary headset, or dock the primary headset in the base.

- To leave the conference:
  Press **Call Control** button of the new headset, the conference call will continue for all new headsets.

WH62/WH63 Portable

Call Control

WH62 Portable/WH63 Portable

Basic Call

- **For WH62/WH66 headset**:

- **For WH63/WH67 headset**:

Function	Action
Answer call or end call	Press the **Call Control** button.
Reject call	Double-press **Call Control** button.
Hold/resume call	Hold **Call Control** button for 2 seconds.

Multiple Calls

Function	Action
End the current call and answer the coming call	Press the **Call Control** button.
Hold the current call and answer the coming call	Hold the Call Control button for 2 seconds.
Switch between held call and active call	Hold the Call Control button for 2 seconds.
Reject the incoming call, while on a current call	Double-press the Call Control button.

ⓘ **NOTE**
It is temporarily not applicable for Teams software because of the Microsoft Teams issue.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

Why doesn't my Yealink USB Connect have the above features?

Why can't I hear the other party's voice?

Why can't the other party hear me?

How to ensure clear audio when I use my headset?

How to record the calls via WH6X headset?

Why can't I hear my voice when I speak with the microphone? How to adjust the sidetone volume on my PC?

How to set my device as the default audio device on my Windows PC?

How to set my device as the default audio device on my macOS computer?

Why is there no audio in my headset when I answer an incoming call on my smartphone?

How to adjust the base ringtone volume of WH62/WH63?

How to use the conference call mode with my headset?

Adjust Volume

Adjust Volume

Headset	Function
WH62 Portable	
	Press **Volume Up** button.
	Press **Volume Down** button.
WH63 Portable	
	Slide up/down on the volume control panel.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

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Why is there no audio in my headset when I answer an incoming call on my smartphone?

How to adjust the base ringtone volume of WH62/WH63?

How to use the conference call mode with my headset?

Mute Microphone

Mute Microphone

Headset	Function
WH62 Portable	
	Press **Mute** button. You can also move the microphone boom-arm up/down to mute/unmute.
WH63 Portable	
	Press **Mute** button.

Related Topic

- How to set mute notification

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

Why doesn't my Yealink USB Connect have the above features?

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How to adjust the base ringtone volume of WH62/WH63?

How to use the conference call mode with my headset?

Media Control

Listen to Music on WH6X Headset

WH63/WH67/WH63 Portable/WH67 Portable

1. Connect the headset to a Bluetooth device.

2. Wear the headset on your ears.

3. Operate the Bluetooth device to start playback.

4. Adjust the volume using the touch control panel of the headset.

- Increase the volume: Swipe up until the volume reaches the desired level.

- Decrease the volume: Swipe down until the volume reaches the desired level.

WH62/WH66/WH62 Portable/WH66 Portable

1. Connect the headset to a Bluetooth device.

2. Wear the headset on your ears.

3. Operate the Bluetooth device to start playback.

4. Adjust the volume using the touch control panel of the headset.

- Increase the volume: Press on the headset's top until the volume reaches the desired level.

- Decrease the volume: Swipe down until the volume reaches the desired level.

Troubleshooting

If you encounter a problem or can not complete an action, use [Troubleshooting](···\13. Service or Repair\03. Troubleshooting) to identify and resolve the problem.

Listen to Music on WH6X Base

Connect to Bluetooth Device

Before you begin: Dock the headset to the base.
Procedure
1. Connect the headset to a Bluetooth device.
2. Operate the Bluetooth device to start playback.
3. Adjust the volume using the touch control panel.

Adjust Playback Volume

On the WH66/WH67 base, do one of the following:

- Swipe down from the top of the screen.

   Drag the slider to adjust the volume quickly.

- For UC version:

   Tap ⚙.
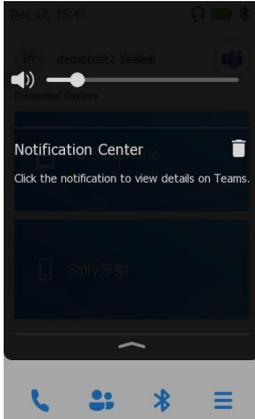
   Go to **Basic Settings** > **Speaker Volume**.

- For Teams version:

   Tap 👤 or the user account avatar.

   Go to **Settings** > **Basic Settings** > **Speaker Volume**.

Pause/Play Music

1. While the music is playing, tap to pause the music.
2. Tap to play the music.

Next Track

While the music is playing, tap to pause the music.

Troubleshooting

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

WH6X Music Mode

Enable/disable to optimize audio for music. Disable music mode to optimize battery performance.

> ⓘ **NOTE**
> - This feature is only supported for WH62/WH66. The dual headsets support stereo audio, and the side with a microphone is for R.
> - Audio quality for calls is not affected by this setting.
> - Enabling the music mode will affect the deployment density. For more information about deployment density, refer to Yealink WH6X Deployment and Density White paper.
> - After you pair multiple headsets on the base, the music mode is automatically disabled, and the sound quality is switched to the call mode sound quality.

Procedure

1. Select the device CARD.

2. Select **Device settings** > **Advanced Settings**.

3. Enable **Music Mode**.

   Default: Enabled.

Troubleshooting

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem.

Update

Update Firmware

Related Topic: Video: How to Update Yealink WH6X Firmware through Yealink USB Connect

What Is Firmware

Firmware is product software that controls how a device operates. We recommend updating the firmware to the latest version to ensure your device performs optimally. Please go to the product support page to download the available firmware.

Check Firmware Version

Before you begin
We recommend you upgrade Yealink USB Connect to the latest version.
Download the Yealink USB Connect.
Procedure

1. Run **Yealink USB Connect**.

2. Go to **Device status** to check the firmware version.

For more information on Yealink USB Connect, refer to the Yealink USB Device Manager Client User Guide.

Update via Yealink USB Connect

Before you begin
We recommend you upgrade Yealink USB Connect to the latest version.
Download the Yealink USB Connect.
Download the latest Yealink WH6X Frimware.
Procedure

1. Run **Yealink USB Connect.**

2. Go to **Update device.**

3. Do one of the following:

   ○ Click **Update Now** to update the firmware to the newest version automatically.

   ○ Click **Update Manually** to manually update the firmware to the specific version.

4. Confirm the action.

You need to download the firmware on the product documentation page first.

> **ⓘ NOTE**
>
> For WH62/WH63, the headset used with WDD60/W80B DECT Base /W90B DECT Base should upgrade the firmware through over-the-air transmission. You can check whether the headset supports the OTA upgrade through Yealink USB Connect.

For more information on Yealink USB Connect, refer to Yealink USB Device Manager Client User Guide .

Update via YMCS/YDMP

Procedure

1. Enter the web user interface of the Yealink Management Cloud Service (YMCS)/Yealink Device management platform(YDMP).
2. Go to **Device Management** > **USB Device** to select the corresponding device, and click ▦.

3. Click **Update Firmware** to select version and execution mode.

> **Firmware Upgrade**
>
> Note: After update, the current firmware will be overwritten
>
> Model:
>
> ☑ WH62
>
> Version source:
>
> ● Official Version   ○ Custom Version
>
> * Select Version:
>
> WH62:   [Please select a version   ∧]
>
> Execution Mode   104.435.0.10
>
> ● At once   ○ Timing   104.435.0.5
>
> 104.434.0.25
>
> 104.433.0.25
>
> 104.433.0.10
>
> 104.432.0.15
>
> [OK] [Cancel]

4. Click **OK**.

Related Topic

-   Video: How to Update Firmware

-   OTA Update Headset

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

When updating WH6X, it displays: the device is currently in recovery mode, please manually update.

How to update the T4S firmware to use with Headset?

Can the headset be taken away during the update of the firmware?

What should I do if the upgrade fails due to accidental operations during the firmware update?

How to update firmware for WH6X using Yealink USB Connect?

How to find the firmware version of WH6X via Yealink USB Connect?

After WH6X is updated to the latest firmware, Yealink USB Connect still does not show new features?

Failed to update the device firmware.

OTA Update Headset

What Is OTA

Over-The-Air (OTA) is to update the WH62/WH63/WH66/WH67 headset online. You can update the headset by WDD60.

OTA Update Headset

We recommend you update Yealink USB Connect to the latest version.
Download the Yealink USB Connect.
Download the latest Yealink WH62/WH63/WH66/WH67.
Before you begin
Check whether the headset supports the OTA update.

1. Run **Yealink USB Connect.**

2. Go to **Device status** to check.
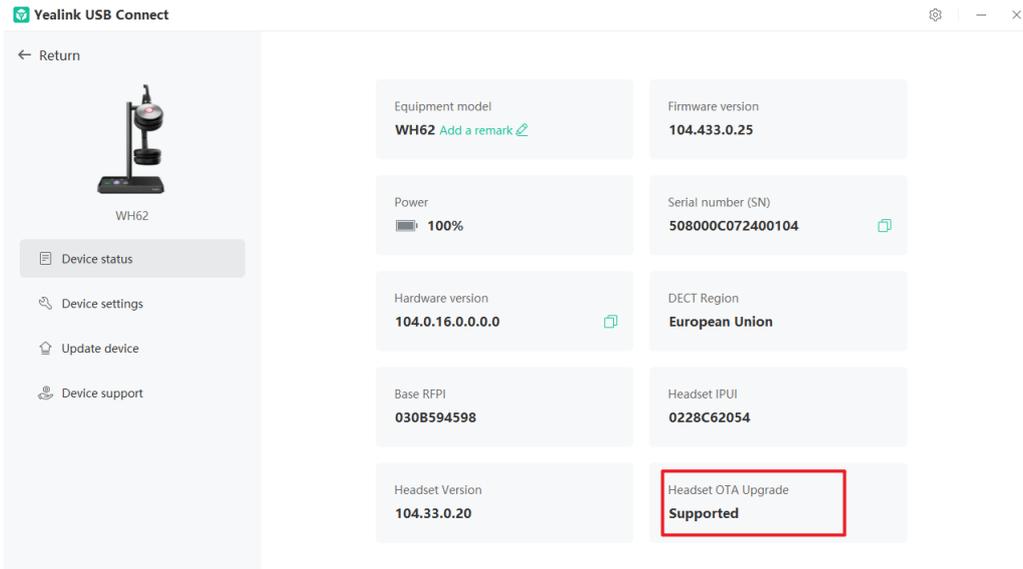
Procedure

1. Connect the WDD60 to the PC.

2. Go to **Yealink USB Connect** to pair the headset with the WDD60.

3. After pairing, go to **Update device** > **Update Now** or **Update manually** to update the WDD60.

4. After updating the WDD60, the headset will automatically update the version that comes with the WDD60 when idle.

   The updating time for the headset is about 1 hour.

> ⓘ **NOTE**
> You need to purchase the WDD60 separately.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

When updating WH6X, it displays: the device is currently in recovery mode, please manually update.

How to update the T4S firmware to use with Headset?

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What should I do if the upgrade fails due to accidental operations during the firmware update?

How to update firmware for WH6X using Yealink USB Connect?

How to find the firmware version of WH6X via Yealink USB Connect?

After WH6X is updated to the latest firmware, Yealink USB Connect still does not show new features?

Failed to update the device firmware.

Update Multiple Headsets

Introduction

You can use the Yealink USB Connect to upgrade the same model of headsets in bulk. Bulk updates require at least two headsets of the same model to be connected, and up to six can be connected.

Bulk Update WH6X

1. Connect more than two WH6X to the PC.

   Download the latest Yealink WH62/WH63/WH66/WH67.

   Download the latest Yealink WH62 Portable/WH63 Portable.

   > 💡 **TIP**
   >
   > If the PC does not have enough ports, you can use a USB extender to connect the headset to the PC.

2. Open the Yealink USB Connect software and select the desired device CARD.
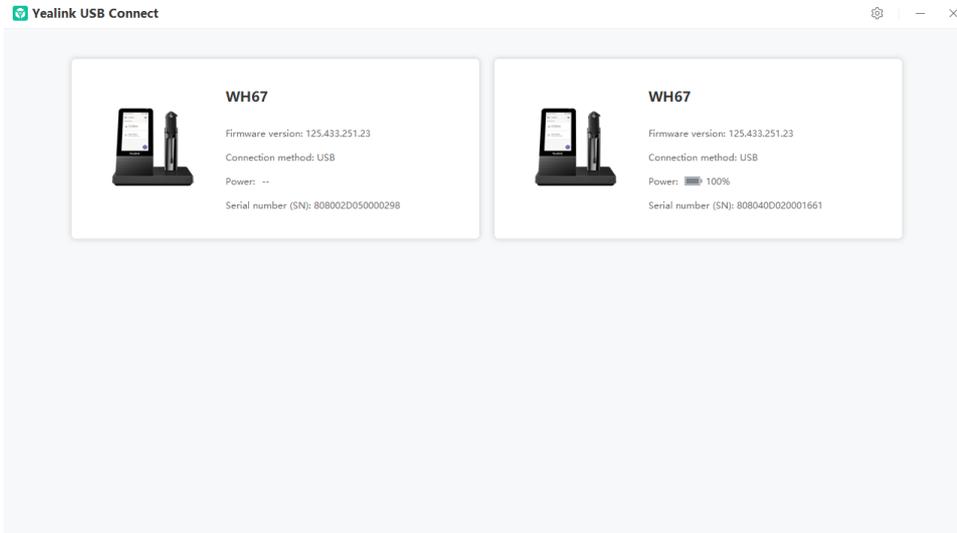
3. Go to **Update device** > **Update Manually**.
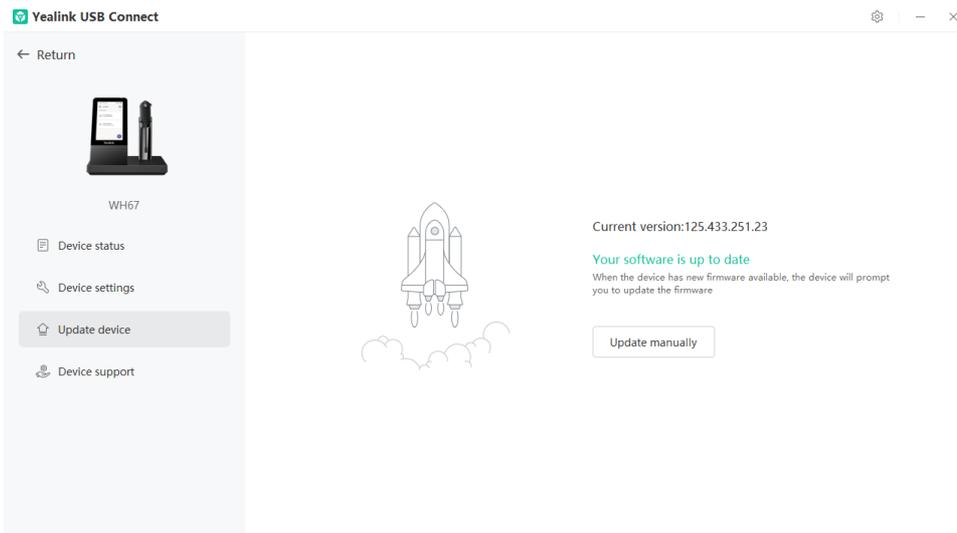
4. Click **Select all** to update all devices.
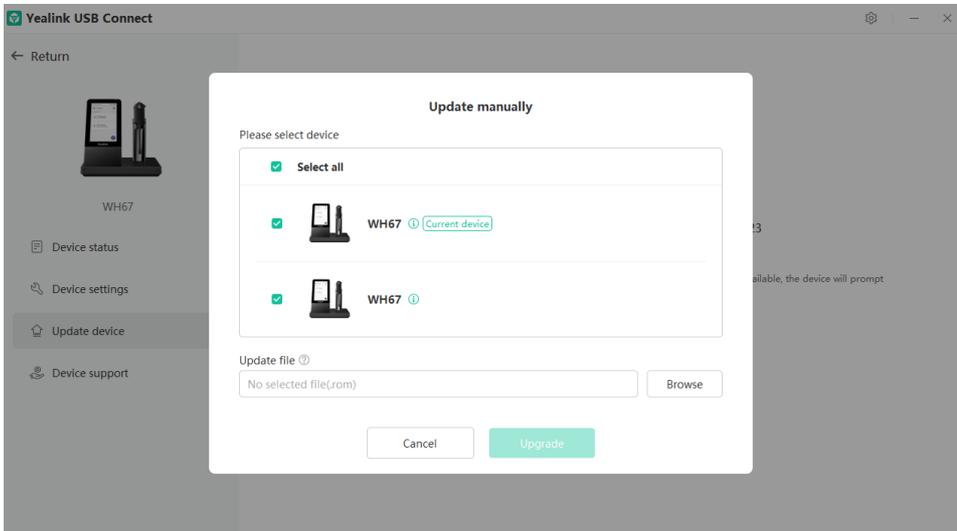
Bulk Update WH6X Portable

1. Connect more than two WDD60 to the PC.

> ☼ **TIP**
> If the PC does not have enough ports, you can use a USB extender to connect the headset to the PC.

2. Open the Yealink USB Connect software and select the desired device CARD.
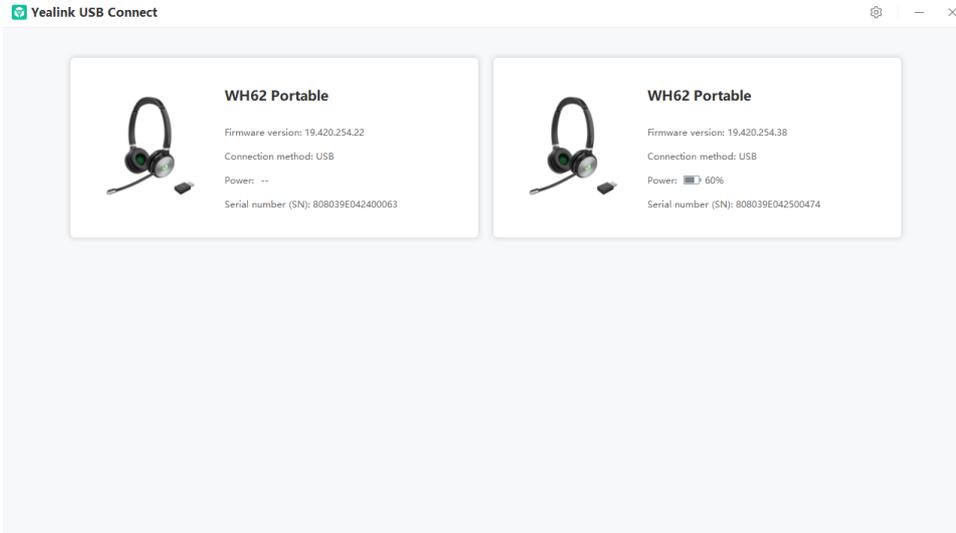
3. Go to **Update device** > **Update Manually**.
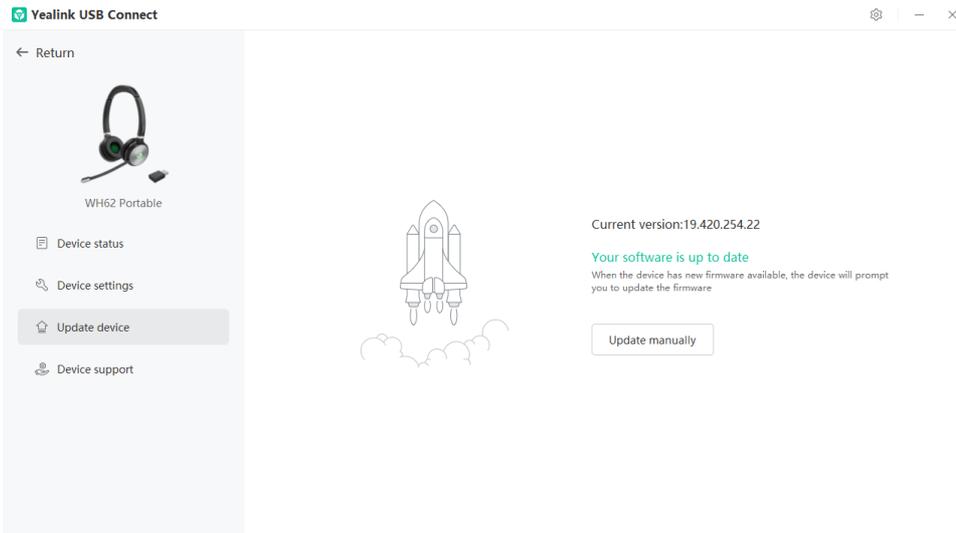
4. Click **Select all** to update all devices.

FAQ

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

When updating WH6X, it displays: the device is currently in recovery mode, please manually update.

How to update the T4S firmware to use with Headset?
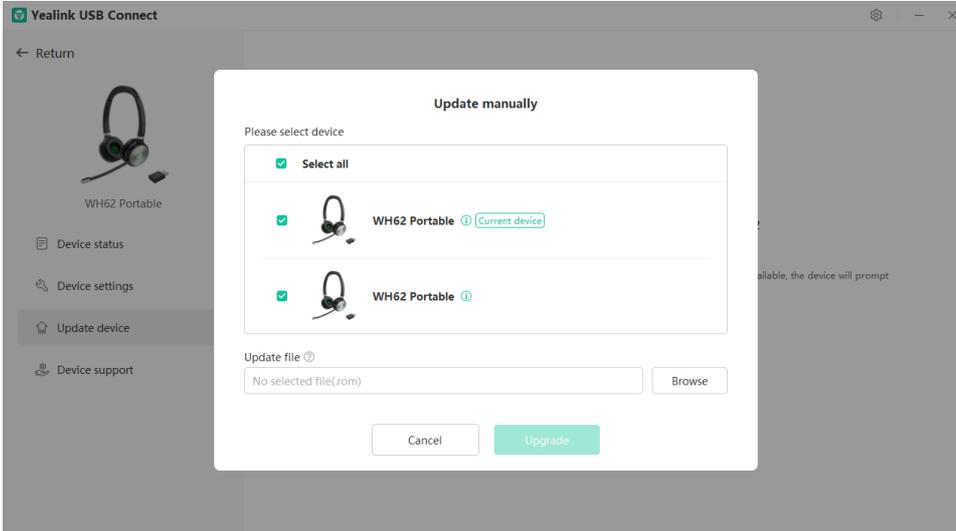
Can the headset be taken away during update the firmware?

What should I do if the upgrade fails due to accidental operations during the firmware update?

How to update firmware for WH6X using Yealink USB Connect?

How to find the firmware version of WH6X via Yealink USB Connect?

After WH6X is updated to the latest firmware, Yealink USB Connect still does not show new features?

Failed to update the device firmware.

Settings

Yealink USB Connect for DECT Headset

Introduction

Yealink USB Connect is a computer software designed to manage Yealink USB devices.
With Yealink USB Connect, you can:
- Get an overview of connected Yealink USB devices
- Manage your Yealink USB devices
- Update your Yealink USB device to enhance its performance and features
- Give feedback on your Yealink USB device
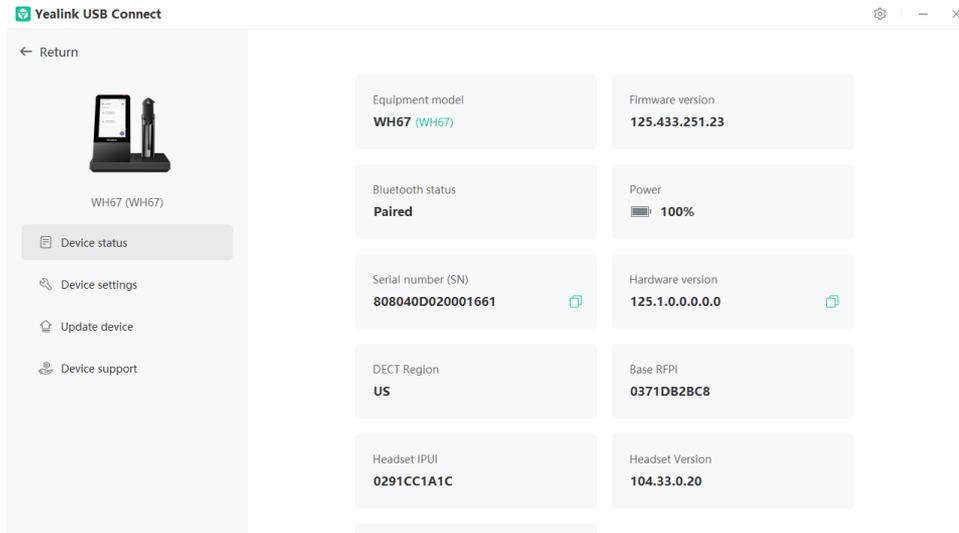
Download via support.yealink.com

FAQ

Why does Yealink USB Connect crash after connecting a headset?

Yealink USB Connect can't recognize WH6X.

What is DECT

What is DECT

DECT (Digital Enhanced Cordless Telecommunications). A high-quality, wireless radio technology transmits signals between a headset and a base.

What device does DECT contain

WH62/WH63 shares the same base station, and WH66/WH67 shares the same base station.

WH62 Mono/Dual Teams
WH62 Mono/Dual UC

WH63 Teams
WH63 UC

WH66 Mono/Dual Teams
WH66 Mono/Dual UC

WH67 Teams
WH67 UC

WH62 Portable shares the same WDD60.

WH62 Dual/Mono Portable Teams
WH62 Dual/Mono Portable UC

WH63 Mono Portable Teams
WH63 Mono Portable UC

With the base, you can:

- Control calls
- Update headset
- Charge headset
- Hands-free playback
- Set up headset (only for WH66/WH67)
- Playback music (only for WH66/WH67)

FAQ

How to Get Correct Series Number from WH6X Dect Headsets?

WH6X Series

Basic Settings

General

Related Topic: Video: How to Operate on the Yealink WH66&WH67 Screen

General Settings

For WH62/WH63

1. Open the Yealink USB Connect software and select the desired device CARD.
2. Go to **Device settings** > **Basic Settings** > **General**.

For WH66/WH67

- In the Base

- For Teams Version: Tap 👤 .

   Go to **Settings** > **Basic Settings** > **General**.

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- For UC Version: Tap 👥.

  Go to **Basic Settings** > **General**.

- In the Yealink USB Connect
1. Open the Yealink USB Connect software and select the desired device CARD.
2. Go to **Device settings** > **Basic Settings** > **General**.

Functions	Description
Language	Select the screen text language from a list of 13 languages. ⓘ **NOTE** It is only applicable to WH66/WH67.
Bluetooth	Enable/disable Bluetooth. Enable this function; you can do the following: - **Open discover**: Enable the Bluetooth of WH66/WH67 to be discovered by your mobile device. - **Discoverable time**: Select the timeout period for Bluetooth to be discovered. **Default**: 5 min. ⓘ **NOTE** It is only applicable to WH66/WH67.
Device Name	You can change your device name.
Discoverable Time	Set the device duration that other Bluetooth devices can discover. ⓘ **NOTE** It is only applicable to WH66/WH67.
Add Headset	Add other headsets to the base. ⓘ **NOTE** - A base can pair up to 4 headsets. - It is only applicable to WH66/WH67.
Call Control with Softphone	Set whether to enable USB call control.
Time & Date	Select the time format and day format. - **Time Format**: 12-Hour/24-Hour can be selected on the device. **Default**: 24-Hour. - **Date Format**: Day, Month/Month, Day can be selected on the device. **Default**: Month, Day. - **Manual Time**: Enable this function to set the date and time manually. ⓘ **NOTE** It is only applicable to WH66/WH67.
Busylight	Set the status of Busylight. - Syn (default): Synchronize device state. When the device has no state, it is in the off state. - Available: Solid green (The status bar of the LCD idle interface shows a green icon). - DND: Solid red (The status bar of the LCD idle interface shows a red icon).- Off: It remains off even if synchronized with a state. There is no icon in the status of the LCD Idle interface, and the light is not on when there is a call status.

FAQ

> 💡 **TIP**
> If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

Why Is the Time on My WH66/WH67 Base Not Synchronized with the PC?

How to access the menu on my WH66/WH67?

What Is the Difference between Teams and UC Version?

Why doesn't my Yealink USB Connect have the above features?

Display

Related Topic: Video: How to Operate on the Yealink WH66&WH67 Screen

> ⓘ **NOTE**
> The following features are only available to WH66/WH67.

Display Settings

- In the Base

- For Teams Version: Tap 👤 .

  Go to **Settings** > **Basic Settings** > **Display**.

- For UC Version: Tap 👥 .

  Go to **Basic Settings** > **Display**.

- In the Yealink USB Connect

1. Open the Yealink USB Connect software and select the desired device CARD.
2. Go to **Device settings** > **Basic Settings** > **Display**.

Functions	Description
Backlight/Backlight Time	Set the backlight time. ⓘ **NOTE** The backlight will be forcibly turned off if there is no operation for 24 hours to save power.
Backlight Active Level	Set the backlight level
Screensaver/Screensaver Wait Time	Change the waiting time for the screen saver.
Screensaver Background	Set whether to display the built-in or the custom screensaver. - System - Custom
Teams User Name	Set whether the Teams user name displays on the home screen when the device disconnects from the PC. **Default**: Personal Mode. - **Personal Mode**: Display the Teams user name when the device disconnects from the PC. - **Desking Mode**: Do not display the Teams user name when the device disconnects from the PC. ⓘ **NOTE** It is only available to the Teams version.
Dark Theme	The dark theme changes the default bright background color to a darker color, which is easier on the eyes in low-light environments or if you prefer less bright screens. ⓘ **NOTE** It is only available to the Teams version.
Themes	Change the background and card style. ⓘ **NOTE** It is only available to the UC version.

FAQ

> ♡ **TIP**
> If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

Why Does the WH66/WH67 Display "PC Device" or "PC Softphone"?

Why doesn't my Yealink USB Connect have the above features?

Why doesn't my Yealink USB Connect have the above features?

Why can't I hear the other party's voice?

Why can't the other party hear me?

How to ensure clear audio when I use my headset?

How to record the calls via WH6X headset?

Why can't I hear my voice when I speak with the microphone? How to adjust the sidetone volume on my PC?

How to set my device as the default audio device on my Windows PC?

How to set my device as the default audio device on my macOS computer?

Why is there no audio in my headset when I answer an incoming call on my smartphone?

How to adjust the base ringtone volume of WH62/WH63?

How to use the conference call mode with my headset?

Why can't the call volume be synchronized after I connect WH66/WH67 to my smartphone?

How to choose WH66/WH67 as an audio playback device on a PC when I connect WH66/WH67 to a PC via BT50?

Sound

Related Topic: Video: How to Operate on the Yealink WH66&WH67 Screen
For WH62/WH63
  1. Open the Yealink USB Connect software and select the desired device CARD.
  2. Go to **Device settings** > **Basic Settings** > **Sound**.
For WH66/WH67
- In the Base

- For Teams Version: Tap ⊗.

  Go to **Settings** > **Basic Settings** > **Sound**.

- For UC Version: Tap ⊗⊗.

  Go to **Basic Settings** > **Sound**.

- In the Yealink USB Connect
  1. Open the Yealink USB Connect software and select the desired device CARD.
  2. Go to **Device settings** > **Basic Settings** > **Sound**.

Functions	Description
Ringtone	You can choose the mobile device/PC softphone/desk phone to set the following. - **Headset Local Ringtone**: If there is no ringtone in the headset when the call comes in, you can enable this feature to make the headset play the built-in ringtone. **Default**: Off. ⓘ **NOTE** (When connecting the device via USB) If the headset is not docked in the base, it only controls whether the built-in ringtone is played in the headset; otherwise, it can control whether the built-in ringtone is played in the base. - **Base Ringtone Volume**: Set base ringtone volume between 0-100 (**Default**: 50). When the base ringtone volume is 0, the volume of the headset and your desk phone or mobile device is not changed. When you change the ringtone volume of the headset and your desk phone or mobile device, the base ringtone volume is not changed. - **Ring Tone Type**: Select the ringtone type for the base. ⓘ **NOTE** It is only applicable to WH66/WH67.
Dial Tone	Set whether the paired headset plays a dial tone when entering the dialing screen.

Wearing Preference	You can select the position of the mic arm to optimize the stereo audio. - Boom Arm on Right Side - Boom Arm on Left Side ⓘ **NOTE** It is only applicable to WH62/WH66.	
Keypad Tone	Enable/disable the paired headset to produce a sound when pressing the keypad keys.	

FAQ

> 🔅 **TIP**
>
> If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

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How to choose WH66/WH67 as an audio playback device on a PC when I connect WH66/WH67 to a PC via BT50?

How to choose WH66/WH67 as an audio playback device on a PC when I connect WH66/WH67 to a PC via BT50?

Deskphone

Related Topic: Video: How to Operate on the Yealink WH66&WH67 Screen

Deskphone Settings

For WH62/WH63
1. Open the Yealink USB Connect software and select the desired device CARD.
2. Go to **Device settings** > **Basic Settings** > **Deskphone**.

For WH66/WH67
1. Open the Yealink USB Connect software and select the desired device CARD.
2. Go to **Device settings** > **Basic Settings** > **PC Softphone**.

Functions	Description
Headset Local Ringtone	Set whether a local ringtone is transmitted from the headset when a call comes from a device connected via USB. If there is no ringtone in the headset when the call comes in, you can enable this feature to make the headset plays the built-in ringtone.

Base Ringtone Volume	Set the base ring volume when a call comes from a device connected via USB.
Local Ring Type	Select the local ringtone for incoming calls from USB-connected devices.

FAQ

> 💡 **TIP**
> If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

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How to use the conference call mode with my headset?

PC Softphone

Related Topic: Video: How to Operate on the Yealink WH66&WH67 Screen

PC Softphone Settings

For WH62/WH63
1. Open the Yealink USB Connect software and select the desired device CARD.
2. Go to **Device settings** > **Basic Settings** > **PC software**.

For WH66/WH67
1. Open the Yealink USB Connect software and select the desired device CARD.
2. Go to **Device settings** > **Basic Settings** > **PC software**.

Functions	Description
Call Control with Softphone	Set whether to enable USB call control. - For the WH62/WH63: Go to **Device settings** > **Basic Settings** > **PC software**. - For the WH66/WH67: Go to **Device settings** > **Basic Settings** > **General**.
Headset Local Ringtone	Set whether a local ringtone is transmitted from the headset when a call comes from a device connected via USB. If there is no ringtone in the headset when the call comes in, you can enable this feature to make the headset plays the built-in ringtone.
Base Ringtone Volume	Set the base ring volume when a call comes from a device connected via USB.
Local Ring Type	Select the local ringtone for incoming calls from USB-connected devices.

FAQ

> 💡 **TIP**
> If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

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How to choose WH66/WH67 as an audio playback device on a PC when I connect WH66/WH67 to a PC via BT50?

e/show?id=6111f2b38c4dcd0723921f68)

Advanced Settings

General

Related Topic: Video: How to Operate on the Yealink WH66&WH67 Screen

General Settings

For WH62/WH63
1. Open the Yealink USB Connect software and select the desired device CARD.
2. Go to **Device settings** > **Advanced Settings** > **General**.

For WH66/WH67
- In the Base

- For Teams Version: Tap 👤.

   Go to **Settings** > **Advanced Settings** > **General**.

- For UC Version: Tap 👥.

   Go to **Advanced Settings** > **General**.

- In the Yealink USB Connect
1. Open the Yealink USB Connect software and select the desired device CARD.
2. Go to **Device settings** > **Advanced Settings** > **General**.

Functions	Description
Audio Bandwidth	Wideband provides better audio, and narrowband provides better battery life. - Narrowband - Wideband
Wireless Range	Select the wireless range between the headset and the base. When the headset exceeds the preset wireless range, it will prompt you "out of range". If you encounter signal interference from other wire devices, select **Medium** or **Short**. - **Long**: the wireless range is up to 150 m. - **Medium**: the wireless range is up to 30 m. - **Short**: the wireless range is up to 10 m.

Platform	Change the platform between UC and Teams versions.
	ⓘ **NOTE** It is not applicable to WH62/WH63.
Environment Adaptation	Configure the headset performance in different usage environments. - Quiet Environment (Default) - Noise Environment

FAQ

> ☼ **TIP**
>
> If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

Why doesn't my Yealink USB Connect have the above features?

Sound

Related Topic: Video: How to Operate on the Yealink WH66&WH67 Screen

Gerenal Settings

For WH62/WH63
1. Open the Yealink USB Connect software and select the desired device CARD.
2. Go to **Device settings** > **Advanced Settings** > **General**.

For WH66/WH67
- In the Base

- For Teams Version: Tap ⬚ .

    Go to **Settings** > **Advanced Settings** > **General**.

- For UC Version: Tap ⬚ .

    Go to **Advanced Settings** > **General**.

- In the Yealink USB Connect
1. Open the Yealink USB Connect software and select the desired device CARD.
2. Go to **Device settings** > **Advanced Settings** > **General**.

Functions	Description
USB Computer Audio	Used to control how the speaker on the base plays non-call audio from a USB device when the headset is placed on the base. **Default**: Instant. - **Instant**: To have the audio (not called audio) turned on instantly. - **Delayed**: To have the audio (not called audio) turned on automatically with a brief delay. The delay will filter out short notification sounds from the PC. - **Never**: To never have audio (not called audio) in the headset. - **Always**: To always have audio in the headset; this will affect the battery life.
Voice Guidance	Set whether to enable the paired headset to play voice notifications or not.
Voice Guidance Language	Select voice guidance from a list of languages. ⓘ **NOTE** When you choose to follow the screen language, the voice guidance will use the default English if the screen language is not in the voice guidance language list.
Mute Reminder	Set whether the paired headset plays a periodic audio reminder when the microphone is muted. ⓘ **NOTE** The detection mechanism of microphone mute status: 1. *Headset mode*: If the microphone boom-arm is moved down (only for WH62/WH66) and the headset is in the mute status during the call, the headset will play a "Muted" audio reminder when the interval between two sound sources detected by the microphone exceeds 5 seconds. 2. *Speakerphone mode* (only for WH66/WH67): The base will play a "Muted" audio reminder when the interval between two sound sources detected by the microphone exceeds 5 seconds.

Mute Reminder Interval	Set the interval time plays a periodic audio reminder when the microphone is muted. ⓘ **NOTE** It appears only if <u>Mute Reminder</u> is enabled. Only when you speak continuously will the headset play the audio reminder according to this configured period.
Music Mode	Set whether to optimize audio for music. Disable music mode to optimize battery performance. **Default**: On - Audio quality for calls is not affected by this setting - Enabling the music mode will affect the deployment density. For more information about deployment density, please refer to Yealink WH6X Deployment and Density White paper. - After you pair multiple headsets on the base, the music mode is automatically disabled; the sound quality is switched to the call mode sound quality. The dual headsets support stereo audio, and the side with the microphone is for R. ⓘ **NOTE** - It is only applicable to WH62/WH66. The dual headsets support stereo audio and the side with the microphone is for R. - Audio quality for calls is not affected by this setting. - Enabling the music mode will affect the deployment density. For more information about deployment density, refer to Yealink WH6X Deployment and Density White Paper. - After you pair multiple headsets on the base, the music mode is automatically disabled, and the sound quality is switched to the call mode sound quality.
Audio Play When Docked	Dock the headset to the base to play audio when not on a call, and the sound is played on the speaker or headset. ⓘ **NOTE** It is only applicable to WH66/WH67.

FAQ

💡 **TIP**

If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

Why doesn't my Yealink USB Connect have the above features?

Why doesn't my Yealink USB Connect have the above features?

Why can't I hear the other party's voice?

Why can't the other party hear me?

How to ensure clear audio when I use my headset?

How to record the calls via WH6X headset?

Why can't I hear my voice when I speak with the microphone? How to adjust the sidetone volume on my PC?

How to set my device as the default audio device on my Windows PC?

How to set my device as the default audio device on my macOS computer?

Why is there no audio in my headset when I answer an incoming call on my smartphone?

How to adjust the base ringtone volume of WH62/WH63?

How to use the conference call mode with my headset?

Why can't the call volume be synchronized after I connect WH66/WH67 to my smartphone?

How to choose WH66/WH67 as an audio playback device on a PC when I connect WH66/WH67 to a PC via BT50?

How to choose WH66/WH67 as an audio playback device on a PC when I connect WH66/WH67 to a PC via BT50?

Calling

Related Topic: Video: How to Operate on the Yealink WH66&WH67 Screen

Calling Settings

For WH62/WH63
1. Open the Yealink USB Connect software and select the desired device CARD.
2. Go to **Device settings** > **Advanced Settings** > **Calling**.

For WH66/WH67

- In the Base

- For Teams Version: Tap ⑧.

  Go to **Settings** > **Advanced Settings** > **Calling**.

- For UC Version: Tap 👥.

  Go to **Advanced Settings** > **Calling**.

- In the Yealink USB Connect
1. Open the Yealink USB Connect software and select the desired device CARD.
2. Go to **Device settings** > **Advanced Settings** > **Calling**.

Functions	Description
Call Device	Set which device to use for outgoing calls. - Desk Phone - Softphone
PC Call Device	Connect the headset to multiple PC softphones, the feature supports specifying a PC softphone to enter the dialing screen to make a call. Displayed only when **Call Device** is set to **Automatic** or **PC Softphone**. ⓘ **NOTE** It is only applicable to WH66/WH67.
Call Priority	Set which call takes priority when a second call is accepted.
MFB Once to Second Call	Set whether to directly answer the new call or end the current call when receiving a second call. - End current call only - Answer new incoming call
Call Recording	Set whether calls from mobile devices or desk phones are to be recorded on your PC. The supplied USB cable needs to be connected to the base and the PC, and additional recording software is required.
Phone Type	If you use a USB connection for the Unify Phone, you need to change the configuration. - Normal (Other phones) - Unify
Auto Dial	Set whether to enable the automatic dial out function. After enabling, if you enter the number on the dial pad, it will automatically dial out. ⓘ **NOTE** It is only applicable to WH66/WH67.
Open Line when Undocked	Set whether to enter the dialing screen when undocking the headset.
Handsfree when Docked	If the headset is docked on the base during a call, it will automatically switch to hands-free mode. ⓘ **NOTE** It is only applicable to WH66/WH67.
Headset Busylight	After enabling it, the headset's LED indicator shows the calling status.
Permanent Conference Mode	Enable/disable not ending a multi-headset conference call until docking the primary headset. You can enable the feature via Yealink USB Connect.
Equalizer for Calls	Select an audio preference to use for all calls.
Comfort Noise	To indicate to the other party that you are on a call by the weak and comfortable noise.
Smart Noise Block	Enable/disable the base to block out/eliminate the noises when on a call. When you make a call via speaker mode, enabling this function can block out/eliminate the noises when there is no speech in a call. ⓘ **NOTE** - It appears only if Noise Suppression is enabled. It can better eliminate environmental noise but may worsen the sound quality. - It is only applicable to WH66/WH67.

FAQ

> 💡 **TIP**
>
> If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

Why doesn't my Yealink USB Connect have the above features?

Why can't I hear the other party's voice?

Why can't the other party hear me?

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Why is there no audio in my headset when I answer an incoming call on my smartphone?

How to adjust the base ringtone volume of WH62/WH63?

How to use the conference call mode with my headset?

Why can't the call volume be synchronized after I connect WH66/WH67 to my smartphone?

How to choose WH66/WH67 as an audio playback device on a PC when I connect WH66/WH67 to a PC via BT50?

How to choose WH66/WH67 as an audio playback device on a PC when I connect WH66/WH67 to a PC via BT50?

Hearing Protection

Related Topic: Video: How to Operate on the Yealink WH66&WH67 Screen

Hearing Protection

For WH62/WH63
1. Open the Yealink USB Connect software and select the desired device CARD.
2. Go to **Device settings** > **Advanced Settings** > **Hearing Protection**.

For WH66/WH67

- In the Base

- For Teams Version: Tap 👤 .

   Go to **Settings** > **Advanced Settings** > **Hearing Protection**.

- For UC Version: Tap 👥 .

   Go to **Advanced Settings** > **Hearing Protection**.

- In the Yealink USB Connect
1. Open the Yealink USB Connect software and select the desired device CARD.
2. Go to **Device settings** > **Advanced Settings** > **Hearing Protection**.

Functions	Description
Anti-Startle Protection	Set which hearing protection technology to be used. - Peak Block Protection - Australian G616 Protection
Daily Noise Exposure	Select the decibel level the headset protects against sound spikes. - No Limiting - 80dBA - 85dBA

FAQ

> **♡ TIP**
>
> If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

Do WH6X headsets protect my hearing?

How to Change the Level of Audio Protection on My WH6X Headset?

Why doesn't my Yealink USB Connect have the above features?

Reset Configuration

Related Topic: Video: How to Operate on the Yealink WH66&WH67 Screen

Resetting the configuration clears the list of paired devices and resets all settings.

For WH62/WH63

1. Press and hold **PC** button and **Phone** button for 6 seconds.

2. The base will reboot and all settings will return to their default values.

For WH66/WH67

1. Do one of the following:

   ○ For Teams Version: Tap ⊗.

      Go to **Settings** > **Advanced Settings** > **Admin Settings**.

   ○ For UC Version: Tap 👥.

      Go to **Advanced Settings** > **Admin Settings**.

2. Select **Reset Configuration**.

   The screen prompts you whether to reset the configuration or not.

3. Confirm the action.

   The base will reboot and all settings will return to their default values.

FAQ

> **♡ TIP**
>
> If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

How to reset the headset?

How to Reset My WH6X to the Default Settings on the Base?

How to Reset My WH6X to the Default Settings via Yealink USB Connect?

Why doesn't my Yealink USB Connect have the above features?

Local Directory

Local Contacts

You can store up to 1500 contacts in your Local Contacts.

Add a New Local Contact

1. Do one of the following:

   • For Teams Version: Tap ⊗ > **Contacts** or tap 📞 > 👥.

- For UC Version: Tap ![icon] or tap ![icon] > ![icon].
2. Select **Local Contacts** list.
3. Tap ![icon].
4. Enter your contact information.
5. Tap **Done**.

View Local Contacts

1. Do one of the following:

- For Teams Version: Tap ![icon] > **Contacts** or tap ![icon] > ![icon].

- For UC Version: Tap ![icon] or tap ![icon] > ![icon].

2. Select **Local Contacts** list.
3. Tap the desired contact to view the details.

Search for Local Contacts

1. Do one of the following:

- For Teams Version: Tap ![icon] > **Contacts** or tap ![icon] > ![icon].

- For UC Version: Tap ![icon] or tap ![icon] > ![icon].

2. Select **Local Contacts** list.
3. Tap ![icon].
4. Enter your search criteria.
   The contacts whose name or phone number matches the search string will be displayed in the result list.

Edit Local Contacts

1. Do one of the following:

- For Teams Version: Tap ![icon] > **Contacts** or tap ![icon] > ![icon].

- For UC Version: Tap ![icon] or tap ![icon] > ![icon].

2. Select **Local Contacts** list.
3. Tap the desired contact.
4. Tap ![icon].
5. Edit the contact information.
6. Tap **Done**.

Delete a Local Contact

1. Do one of the following:

- For Teams Version: Tap ![icon] > **Contacts** or tap ![icon] > ![icon].

- For UC Version: Tap ![icon] or tap ![icon] > ![icon].

2. Select **Local Contacts** list.
3. Tap the desired contact to enter the detail screen.
4. Tap **Delete** > **Yes**.

Delete Multiple or All Local Contacts

1. Do one of the following:

- For Teams Version: Tap ![icon] > **Contacts** or tap ![icon] > ![icon].

- For UC Version: Tap ![icon] or tap ![icon] > ![icon].

2. Select **Local Contacts** list.
3. Long tap the contact.
4. Select the desired contacts or select all.
5. Tap ··· > **Delete** > **Yes**.

Move Local Contacts to the Favorite/Blocklist

1. Do one of the following:

- For Teams Version: Tap ![icon] > **Contacts** or tap ![icon] > ![icon].

- For UC Version: Tap ![icon] or tap ![icon] > ![icon].

2. Select **Local Contacts** list.
3. Long tap the contact.

4. Select the desired contacts or select all.

5. Tap ··· > **Favorites**.

FAQ

> 💡 **TIP**
>
> If you encounter a problem or can not complete an action, use [Troubleshooting](···\13. Service or Repair\03. Troubleshooting) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

Why doesn't my Yealink USB Connect have the above features?

Mobile Contacts

You can sync mobile phone contacts to WH66/WH67 via Bluetooth, and up to 500 contacts can be stored.

1. Connect your Bluetooth-enabled mobile phone to WH66/WH67.

2. Enable the Contact Sharing feature on your phone.

Update the Mobile Contacts

You can update the Mobile Contacts to synchronize the contacts you add, edit, and delete on the mobile phone to your WH66/WH67.

1. Do one of the following:

- For Teams Version: Tap 👤 > **Contacts** or tap 📞 > 👥.

- For UC Version: Tap 👥 or tap 📞 > 👥.

2. Select your Mobile Contacts list.

3. Tap ↻ .

Save Mobile Contacts to Local Contacts/Favorite/Blocklist

You can save any mobile contact to the Local Contacts to conveniently call this contact after disconnecting the mobile phone from the WH66/WH67.

Make sure your Bluetooth-enabled mobile phone has been paired with and connected to your WH66/WH67, and the mobile Contact Sharing feature is enabled.

1. Do one of the following:

- For Teams Version: Tap 👤 > **Contacts** or tap 📞 > 👥.

- For UC Version: Tap 👥 or tap 📞 > 👥.

2. Select your Mobile Contacts list.

3. Tap the desired contact.

4. Tap ＋.

5. Select the contact group such as Local Contacts, Favorite, and Blocklist.

6. Edit your contact information.

7. Tap **Done**.

> ⓘ **NOTE**
>
> To quickly download more Mobile contacts, do the following:
>
> - Long tap any contact.
>
> - Select the desired contacts or select all.
>
> - Tap ··· > Local Contacts/Favorite/Blocklist.

Search for Mobile Contacts

1. Do one of the following:

- For Teams Version: Tap 👤 > **Contacts** or tap 📞 > 👥.

- For UC Version: Tap 👥 or tap 📞 > 👥.

2. Select your Mobile Contacts list.

3. Tap 🔍 .

4. Enter your search criteria.
   The contacts whose name or phone number matches the search string will be displayed in the result list.

FAQ

> **TIP**
> If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

Why doesn't my Yealink USB Connect have the above features?

Favorite

Add a New Contact to Your Favorites

1. Do one of the following:

- For Teams Version: Tap 👤 > **Contacts** or tap 📞 > 👥.

- For UC Version: Tap 👥 or tap 📞 > 👥.

2. Select your **Favorite** list.

3. Tap ⊕.

4. Enter your contact's information.

5. Tap **Done.**

> **ⓘ NOTE**
> -To quickly move contacts to Favorites, refer to Move Local Contacts to the Favorite/Blocklist.
> -To download a Mobile contact to Favorites, refer to Save Mobile Contacts to the Local Contacts/Favorite/Blocklist.

View Favorites

1. Do one of the following:

- For Teams Version: Tap 👤 > **Contacts** or tap 📞 > 👥.

- For UC Version: Tap 👥 or tap 📞 > 👥.

2. Select your **Favorite** list.

3. Tap the desired contact to view the details.

Search for Favorites

1. Do one of the following:

- For Teams Version: Tap 👤 > **Contacts** or tap 📞 > 👥.

- For UC Version: Tap 👥 or tap 📞 > 👥.

2. Select your **Favorite** list.

3. Tap 🔍.

4. Enter your search criteria.
   The contacts whose name or phone number matches the search string will be displayed in the result list.

Edit Favorites

1. Do one of the following:

- For Teams Version: Tap 👤 > **Contacts** or tap 📞 > 👥.

- For UC Version: Tap 👥 or tap 📞 > 👥.

2. Select your **Favorite** list.

3. Tap the desired contact.

4. Tap ✏.

5. Edit the contact information.

6. Tap **Done**.

Delete a Favorite

1. Do one of the following:
   - For Teams Version: Tap 👤 > **Contacts** or tap 📞 > 👥.
   - For UC Version: Tap 👥 or tap 📞 > 👥.
2. Select your **Favorite** list.
3. Tap the desired contact to enter the detail screen.
4. Tap **Delete** > **Yes**.

Delete Multiple or All Favorites

1. Do one of the following:
   - For Teams Version: Tap 👤 > **Contacts** or tap 📞 > 👥.
   - For UC Version: Tap 👥 or tap 📞 > 👥.
2. Select your **Favorite** list.
3. Long tap the contact.
4. Select the desired contacts or select all.
5. Tap ··· > **Delete** > **Yes**.

FAQ

> 💡 **TIP**
>
> If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

Why doesn't my Yealink USB Connect have the above features?

Blocklist

You can store up to 100 contacts in your Blocklist. Incoming calls from the Blocklist will be rejected automatically.

Add a New Contact to Your Blocklist

1. Do one of the following:
   - For Teams Version: Tap 👤 > **Contacts** or tap 📞 > 👥.
   - For UC Version: Tap 👥 or tap 📞 > 👥.
2. Select your **Blocklist** list.
3. Tap ➕.
4. Enter your contact's information.
5. Tap **Done**.

> ℹ️ **NOTE**
>
> -To quickly move contacts to Favorites, refer to Move Local Contacts to the Favorite/Blocklist .
>
> -To download a Mobile contact to Favorites, refer to Save Mobile Contacts to the Local Contacts/Favorite/Blocklist .

View Blocklist Contacts

1. Do one of the following:
   - For Teams Version: Tap 👤 > **Contacts** or tap 📞 > 👥.
   - For UC Version: Tap 👥 or tap 📞 > 👥.
2. Select your **Blocklist** list.
3. Tap the desired contact to view the details.

Edit Blocklist Contacts

1. Do one of the following:

- For Teams Version: Tap ⧉ > **Contacts** or tap 📞 > 👥.

- For UC Version: Tap 👥 or tap 📞 > 👥.

2. Select your **Blocklist** list.

3. Tap the desired contact.

4. Tap ✎ .

5. Edit the contact information.

6. Tap **Done**.

Delete a Blocklist Contact

1. Do one of the following:

- For Teams Version: Tap ⧉ > **Contacts** or tap 📞 > 👥.

- For UC Version: Tap 👥 or tap 📞 > 👥.

2. Select your **Blocklist** list.

3. Tap the desired contact to enter the detail screen.

4. Tap **Delete** > **Yes**.

Delete Multiple or All Blocklist Contacts

1. Do one of the following:

- For Teams Version: Tap ⧉ > **Contacts** or tap 📞 > 👥.

- For UC Version: Tap 👥 or tap 📞 > 👥.

2. Select your **Blocklist** list.

3. Long tap the contact.

4. Select the desired contacts or select all.

5. Tap ⋯ > **Delete** > **Yes**.

Move Blocklist Contacts to the Local Contacts

1. Do one of the following:

- For Teams Version: Tap ⧉ > **Contacts** or tap 📞 > 👥.

- For UC Version: Tap 👥 or tap 📞 > 👥.

2. Select your **Blocklist** list.

3. Long tap the contact.

4. Select the desired contacts or select all.

5. Tap ⋯ > **Local Contacts**/**Favorites**.

FAQ

> ☼ **TIP**
> If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

Why doesn't my Yealink USB Connect have the above features?

Call History

Related Topic: Video: How to Operate on the Yealink WH66&WH67 Screen
WH66/WH67 supports operations such as adding, editing, and outgoing call history, up to 300 histories can be stored.

Call History Icons

Each icon in the Call History indicates the corresponding call history status.

Icon	Description
↘	Missed Call
↗	Placed Call
↙	Received Call

View History Records

The history record saves the call information such as the caller's name, number and call duration.

1. Do one of the following:

   - For Teams Version: Tap ⓔ > **History** or tap 📞 > 🕐.

   - For UC Version: Tap ![contacts_icon](09. Local Directory/https://support.yealink.com/support-service/attachment/previewFile?fileCode=a80703dea9664218) or tap 📞 > 🕐.

2. Select the desired list to view the history.

3. Select the desired call history and tap ⓘ.

Add a History Record to Local Contacts

1. Do one of the following:

   - For Teams Version: Tap ⓔ > **History** or tap 📞 > 🕐.

   - For UC Version: Tap ![contacts_icon](09. Local Directory/https://support.yealink.com/support-service/attachment/previewFile?fileCode=a80703dea9664218) or tap 📞 > 🕐.

2. Select the desired list to view the history.

3. Select the desired call history and tap ⓘ.

4. Select the desired list.

5. Select the desired call history and tap ⓘ to enter the detail screen.

6. Tap ⋯ > **Add**.

7. Edit the contact information.

8. Tap **Done**.

Add History Records to Local Contacts/Favorite/Blocklist

You can add multiple histories directly to your local contacts/Favorite/Blocklist.

1. Do one of the following:

   - For Teams Version: Tap ⓔ > **History** or tap 📞 > 🕐.

   - For UC Version: Tap ![contacts_icon](09. Local Directory/https://support.yealink.com/support-service/attachment/previewFile?fileCode=a80703dea9664218) or tap 📞 > 🕐.

2. Select the desired list.

3. Long tap the history.

4. Choose the desired histories or choose all.

5. Tap ⋯ > **Local Contacts**/**Favorite**/**Blocklist**.

Edit Call History before Calling

1. Do one of the following:

   - For Teams Version: Tap ⓔ > **History** or tap 📞 > 🕐.

   - For UC Version: Tap ![contacts_icon](09. Local Directory/https://support.yealink.com/support-service/attachment/previewFile?fileCode=a80703dea9664218) or tap 📞 > 🕐.

2. Select the desired list.

3. Select the desired call history and tap ⓘ to enter the detail screen.

4. Tap ⋯ > **Edit before calling**.

5. Edit the number and tap Call.

Delete History Records

1. Do one of the following:

   - For Teams Version: Tap ⓔ > **History** or tap 📞 > 🕐.

   - For UC Version: Tap ![contacts_icon](09. Local Directory/https://support.yealink.com/support-service/attachment/previewFile?fileCode=a80703dea9664218) or tap 📞 > 🕐.

2. Select the desired list.

3. Long tap the history.

4. Choose the desired histories or choose all.

5. Tap `⋯` > **Delete** > **Yes**.

FAQ

> ☼ **TIP**
>
> If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

Why doesn't my Yealink USB Connect have the above features?

WH6X Portable Series

Basic Settings

Sound

Sound Settings

1. Open the Yealink USB Connect software and select the desired device CARD.
2. Go to **Device settings** > **Basic Settings** > **Sound**.

Functions	Description
Keypad Tone	Set whether the paired headset produces a sound when pressing the keypad keys.
Speaker Volume	Adjust the playback volume.

FAQ

> ☼ **TIP**
>
> If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

Why doesn't my Yealink USB Connect have the above features?

Why can't I hear the other party's voice?

Why can't the other party hear me?

How to ensure clear audio when I use my headset?

How to record the calls via WH6X headset?

Why can't I hear my voice when I speak with the microphone? How to adjust the sidetone volume on my PC?

How to set my device as the default audio device on my Windows PC?

How to set my device as the default audio device on my macOS computer?

Why is there no audio in my headset when I answer an incoming call on my smartphone?

How to adjust the base ringtone volume of WH62/WH63?

How to use the conference call mode with my headset?

PC Softphone

PC Softphone Settings

1. Open the Yealink USB Connect software and select the desired device CARD.

2. Go to **Device settings** > **Basic Settings** > **PC software**.

Functions	Description
Call Control with Softphone	Set whether to enable USB call control.
Headset Local Ringtone	Set whether a local ringtone is transmitted from the headset when a call comes from a device connected via USB. If there is no ringtone in the headset when the call comes in, you can enable this feature to make the headset plays the built-in ringtone.

FAQ

> ☼ **TIP**
> If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

Why doesn't my Yealink USB Connect have the above features?

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How to adjust the base ringtone volume of WH62/WH63?

How to use the conference call mode with my headset?

Deskphone

Headset Local Ringtone

Set whether a local ringtone is transmitted from the headset when a call comes from a device connected via USB.
If there is no ringtone in the headset when the call comes in, you can enable this feature to make the headset plays the built-in ringtone.
Procedure
1. Open the Yealink USB Connect software and select the desired device CARD.
2. Go to **Device settings** > **Basic Settings** > **Deskphone software**.
3. Enable **Headset Local Ringtone**.

> ⓘ **NOTE**
> It is only applicable to WH62 Portable.

FAQ

> ☼ **TIP**
> If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

Why doesn't my Yealink USB Connect have the above features?

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Why can't the other party hear me?

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Why is there no audio in my headset when I answer an incoming call on my smartphone?

How to adjust the base ringtone volume of WH62/WH63?

How to use the conference call mode with my headset?

Advanced Settings

Sound

Sound Settings

1. Open the Yealink USB Connect software and select the desired device CARD.
2. Go to **Device settings** > **Advanced Settings** > **General**.

Functions	Description
Audio Bandwidth	Wideband provides better audio, and narrowband provides better battery life.
Wireless Range	Select the wireless range between the headset and the base. When the headset exceeds the preset wireless range, it will prompt you "out of range". If you encounter signal interference from other wire devices, select **Medium** or **Short**.
USB Computer Audio	Used to control how the speaker on the base plays non-call audio from a USB device when the headset is placed on the base. **Default**: Instant. - **Instant**: To have the audio (not called audio) turned on instantly. - **Delayed**: To have the audio (not called audio) turned on automatically with a brief delay. The delay will filter out short notification sounds from the PC. - **Never**: To never have audio (not called audio) in the headset. - **Always**: To always have audio in the headset; this will affect the battery life.
Voice Guidance	Set whether to enable the paired headset to play voice notifications or not.
Voice Guidance Language	Select voice guidance from a list of languages.
Mute Reminder	Set whether the paired headset plays a periodic audio reminder when the microphone is muted. Headset mode: If the microphone boom-arm is moved down (only for WH62) and the headset is in the mute status during the call, the headset will play a "Muted" audio reminder when the interval between two sound sources detected by the microphone exceeds 5 seconds.
Mute Reminder Interval	Set the interval time plays a periodic audio reminder when the microphone is muted. ⓘ **NOTE** It appears only if Mute Reminder is enabled. Only when you speak continuously will the headset play the audio reminder according to this configured period.
Music Mode	Set whether to optimize audio for music. Disable music mode to optimize battery performance. **Default**: On - Audio quality for calls is not affected by this setting. - Enabling the music mode will affect the deployment density. For more information about deployment density, please refer to Yealink WH6X Deployment and Density White paper. - After you pair multiple headsets on the base, the music mode is automatically disabled; the sound quality is switched to the call mode sound quality. The dual headsets support stereo audio, and the side with the microphone is for R.
Platform	Change the platform between UC and Teams.

FAQ

> **⚡ TIP**
>
> If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

Why doesn't my Yealink USB Connect have the above features?

Calling

Calling Settings

1. Open the Yealink USB Connect software and select the desired device CARD.

2. Go to **Device settings** > **Advanced Settings** > **Calling**.

Functions	Description
PC Call Device	Connect the headset to multiple PC softphones, the feature supports specifying a PC softphone to enter the dialing screen to make a call. Displayed only when **Call Device** is set to **Automatic** or **PC Softphone**.
Open Line when Undocked	Set whether to enter the dialing screen when undocking the headset.
Auto Answer when Undocked	If the headset is docked on the base during a call, it will automatically switch to hands-free mode. **Default**: Off.
Headset Busylight	After enabling it, the headset's LED indicator shows the calling status.
Equalizer for Calls	Select an audio preference to use for all calls. **Default**: Normal. - **Normal**: The bass and treble balance. - **Bass**: The bass is enhanced. - **Treble**: The treble enhanced.
Comfort Noise	To indicate to the other party that you are on a call by the weak and comfortable noise.

FAQ

> **⚡ TIP**
>
> If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

Why doesn't my Yealink USB Connect have the above features?

Why can't I hear the other party's voice?

Why can't the other party hear me?

How to ensure clear audio when I use my headset?

How to record the calls via WH6X headset?

Why can't I hear my voice when I speak with the microphone? How to adjust the sidetone volume on my PC?

How to set my device as the default audio device on my Windows PC?

How to set my device as the default audio device on my macOS computer?

Why is there no audio in my headset when I answer an incoming call on my smartphone?

How to adjust the base ringtone volume of WH62/WH63?

How to use the conference call mode with my headset?

Hearing Protection

Hearing Protection

1. Open the Yealink USB Connect software and select the desired device CARD.
2. Go to **Device settings** > **Advanced Settings** > **Hearing Protection**.

Functions	Description
Anti-Startle Protection	Set which hearing protection technology to be used. - Peak Block Protection - Australian G616 Protection
Daily Noise Exposure	Select the decibel level the headset protects against sound spikes. - No Limiting - 80dBA - 85dBA

FAQ

> ☼ **TIP**
>
> If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

Why doesn't my Yealink USB Connect have the above features?

Recovery/Reset

Reboot Device

The following takes WH67 for example.

Procedure

1. Open the Yealink USB Connect software and select the desired device CARD.
2. Go to **Device settings** > **Device support**.
3. Select **Reboot Device**.
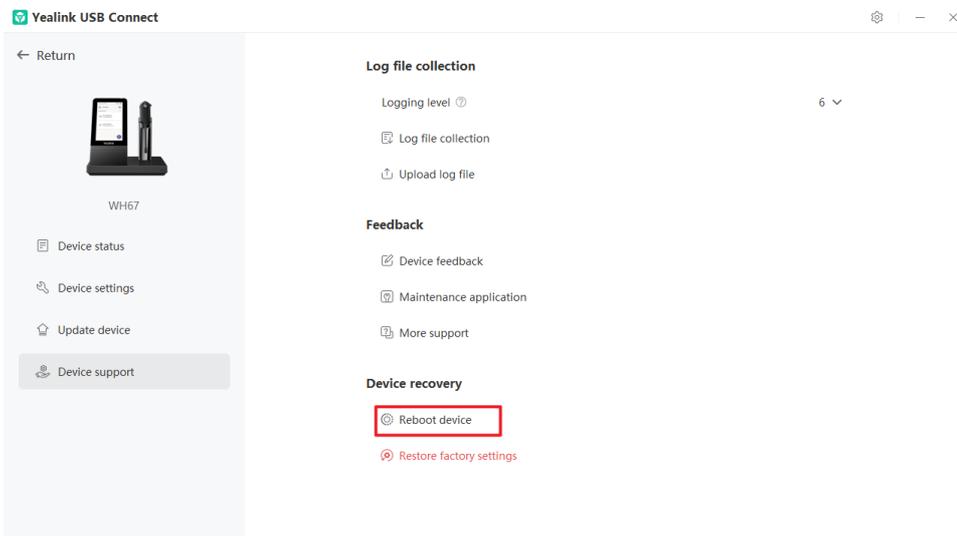
Restore Factory Settings

The following takes WH67 for example.

Procedure

1. Open the Yealink USB Connect software and select the desired device CARD.
2. Go to **Device settings** > **Device support**.
3. Select **Restore Factory Settings**.
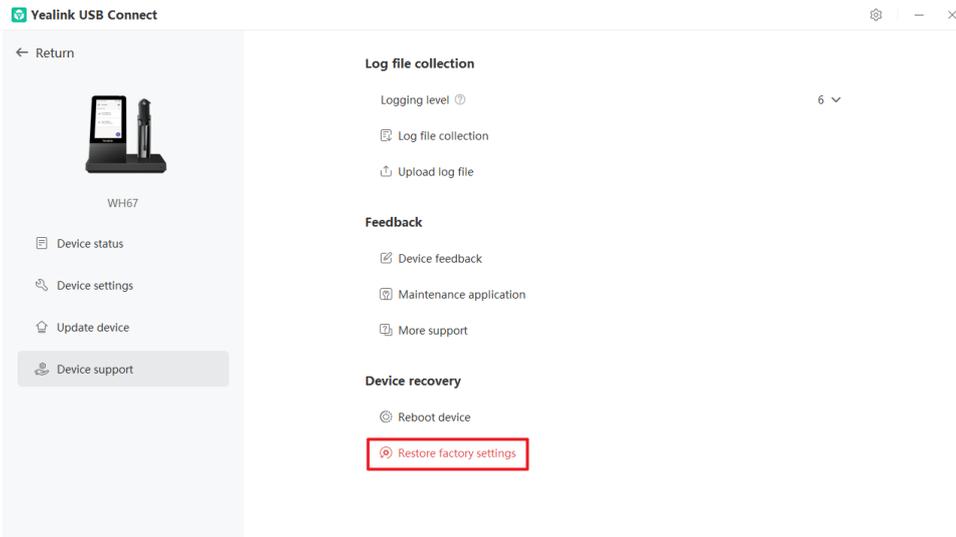
FAQ

> ⚙ **TIP**
>
> If you encounter a problem or can not complete an action, use Troubleshooting to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

The headset cannot be registered to base?

Bind WH6X to YMCS Platform

Bind WH6X to YMCS Platform

Introduction

Yealink Management Cloud Service (YMCS) is based on cloud architecture and has various management functions. The management platform allows enterprise administrators to deploy and configure Yealink devices used in an enterprise.

Enter the address of YMCS (https://ymcs.yealink.com) in the browser. For more information, please refer to Yealink Management Cloud Service or contact Yealink technical support.

Browser Requirements

YMCS supports the following browsers:

Browser	Version
Firebox	55 or later
Chrome	55 or later
Internet Explorer	11 or later
Safari	10 or later

How to Bind

You can refer to the video to bind your devices.

The video could not be loaded
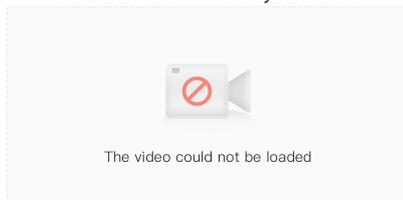
Glossary

Glossary

A

Acoustic Shield Technology

The feature aims to give callers a better-sounding call experience without distractions from sounds around the work environment.

Ambient Noise

Background noise.

Active Noise Cancellation (ANC)

The reduction of unwanted low-frequency background noise by use of an electronic circuit.

Audio Jack

A phone connector is used for an audio cable.

B

Base

A docking and charging stand for a headset. Some bases also work as connection stations for desk phones, softphones, and smartphones/tablets.

Bluetooth

A standard for the short-range wireless interconnection of mobile phones, computers, and other electronic devices.

Bluetooth Adapter

A Plug-and-Play device that plugs into a USB port on a computer and enables a Bluetooth connection between the computer and a headset.

Boom Arm

A headset part that supports a microphone and which may be movable.

Busylight

A light built into a headset that activates if you are on a call (or if you self-activate it), to let others know you are busy.

C

Call Merging

The process of adding an incoming call to a current call.

Conference Call

A phone call in which you can talk to one or more people simultaneously.

Conference Mode

A function for a wireless DECT base solution, in which one to three additional base-compatible headsets can be connected to the primary base. The connected participants can listen and talk to each other during a phone or conference call.

Connectivity

The capability of connecting a headset or base to additional devices and systems.

Convertible

Refers to the adaptable wearing style of a headset. For example, you can wear the headset attached to a headband, neckband, or earhook.

D

decibel (dB)

A unit measures the intensity of a sound or the power level of an electrical signal.

DECT (Digital Enhanced Cordless Telecommunications)

A high-quality, wireless radio technology transmits signals between a headset and a base.

DECT density

The concentration of headsets using DECT technology, that are installed in an area.

Desk phone

A stationary phone that sits on a desk or table.

E

Eartip

A soft headset part that is designed to channel sound directly into the ear.

EarHook

A headset part that wraps over and around the ear to secure the headset.

Electronic Hook Switch (EHS)

A cable solution that connects a wireless headset base and a desk phone, enabling call control functionality directly on the headset.

Equalizer

In sound reproduction, hardware or software lets a user adjust the frequencies of recorded sound, to improve or customize his or her listening experience.

H

Headband

The part of a headset that goes over the head (or around the back of it) and supports the earpieces.

Handset

A portable wireless phone, or the part of a desk phone, that contains the mouthpiece and earpiece.

Headphone(s)

A device consisting of a speaker/pair of speakers worn on, around, or in the ear(s) and used for listening to audio such as music or speech. Headphones are equipped with a microphone and can also be used for phone communication. See also: 'headset'.

Headset

A device consisting of a speaker/pair of speakers worn on, around, or in the ear(s) and typically equipped with a microphone boom arm. A headset is used especially for Enterprise phone communication where there is a focus on reducing the ambient noise that is picked up from a user's surroundings. See also: 'headphones'.

Headset Port

The port on a desk phone where you connect a headset.

Hearing Protection

Refers to the technologies and standards that are applied to headphones/headsets to protect user hearing and safety.

I

In-the-ear

Refers to the wearing style of an earbud, which you insert and wear in your ear. Also known as 'in-ear'.

L

LED Indicator

The lights on a device indicate the status of specific functions.

M

Music Mode

The predefined sound profiles, deliver the most appropriate sound to your hearing-enhancement headsets to suit your surroundings.

Mono

Refers to a headset that has one earpiece.

Mute Reminder

The headset plays a periodic audio reminder when the microphone is muted.

MFB

The Multi-function Button on the headset.

N

Neckband

The part of a headset that goes around the back of the neck and supports headsets.

Narrowband

Call technology that carries voice data in a narrower band of frequencies, as opposed to HD Voice (wideband).

Noise Cancellation

Technology that reduces the level of ambient noise you hear when wearing a headset.

O

On-the-ear

Refers to a wearing style of heathe dset, where the ear cups sit on but do not enclose the ear.

Over The Air (OTA)

Refers to the wireless transmission and receipt of information and signals. Used, for example, to distribute firmware updates to mobile devices.

Over-the-ear

Refers to a wearing style of the headset, where the ear cups completely cover and enclose the ear.

P

Pairing

The process of establishing a wireless connection between two Bluetooth enabled devices.

Pairing Mode

Refers to the state of a device when it is searching for other Bluetooth devices to pair with.

Plug and Play

Refers to devices that work when first used or connected. There is no need for additional software or configuration to attain full functionality.

Push-To-Talk (PTT)

A method of telecommunications that uses a headset button to switch between voice reception and voice transmission modes. In default mode (the button is not pressed) the microphone is muted. To transmit voice, the user presses the button.

Q

Qi Wireless Charger

Qi is a wireless charging standard. Wireless charging allows you to charge a device, like your smartphone, without using a charging cable.

S

Side Tone

Audio feedback from one's own voice, that a headset user hears when speaking into the microphone. Voice is picked up by the microphone and transmitted to the speaker. You can typically adjust the sidetone level on a device.

Sleep Mode

A standby mode feature automatically entered by some wireless devices after a period of inactivity, to preserve battery.

Softphone

Software based telephony lets a user make phone calls over the internet using a computer.

Speakerphone

A combination speaker and microphone, that lets you remotely control calls on a connected phone.

Standby time

The amount of time a wireless audio device can remain powered on while not being used for calls, especially in relation to the battery's capacity.

T

Talk Time

The amount of time a wireless audio device can be used for calls, especially in relation to the capacity of the battery.

Target Phone

The phone that is used to answer incoming calls if multiple phones are connected.

U

Ultra-Noise-Cancelling (UNC) microphone

A microphone is designed specifically for use in high-noise environments, which can prevent the transmission of almost all background noise.

V

Voice Assistant

Voice-activated software on a smartphone or other device, that can supply information and perform certain types of tasks for the user. For example, Google Assistant™, Siri®, MS Cortana.

Voice Guidance

Voice announcements from a device that help you use the device.

W

Wearing Style

The style in which an audio device can be worn. For example, 'around-the-neck', and 'over-the-ear'.

Wideband

High Definition of audio voice quality. Call technology that carries voice data in a wider band of frequencies. More commonly referred to as 'HD Voice'.

Wireless

Refers to a device that does not have cables and uses wireless technology, such as Bluetooth or DECT, to connect to an audio source such as a phone or music.

Wireless range

The maximum distance that there is wireless connectivity for a device. For example, the wireless range is 30 meters/100 feet.

Service & Repair

Yealink Support

What is Yealink Support?

If you already have a headset that you need some help with.

- Related Document
- Related Firmware
- Related Tool
- Related Video
- FAQ

Click here to get more information.

Yealink Ticket

What is Yealink Ticket?

Yealink Ticket is an online platform that includes the following:

- Warranty Service
- Get License
- RPS MAC Removal
- Retrieve Password
- Report a Bug
- A Quick Question
- New Feature Request

Click here to go to Yealink Ticket and create tickets on the corresponding portal above to get help from the Support team.

Yealink Certified Headset Solution program （YCHS）

Yealink Certified Headset Solution**：https://academy.yealink.com/portal/headsetProgram**. Please go to this website to start headset solution certification！

Yealink Certified Headset Solution (YCHS in abbreviation) provide YCHS training program for partners, helps our partners to grow their business by providing more efficient technical support and troubleshooting for their customers and by ensuring high customer satisfaction and loyalty.

YCHS program including 2 different certifications, they are YCHS-Specialist and YCHS-professional.

How to Report WH6X Issues to Yealink

Introduction

How to Report the Issue to Yealink?

For headset issues, click the link below and fill out the form. Next, you can open up the Yealink USB connect to get your firmware version. Then type a description of your problem and submit it. It will then ask for your contact information, including your email address. Yealink will typically respond within 24 hours.
https://ticket.yealink.com/page/create-ask.html

How to Collect Diagnostic Files?

Yealink DECT WH6X headsets support two types of diagnostic files (including log files and audio files) to help analyze the headset problem. You can export these files at a time via Yealink USB Connect Tool and troubleshoot if necessary. The diagnostic file format is **.zip.
Steps:

1. Make an audio call, go to **Device support** > **Log file collection** to select **Audio collection** and **Collect operating system logs** on the Yealink USB Connect, then click **Start**.

2. Try to reproduce the audio issue again. After the audio issue is reproduced, please click **Stop** to export the diagnostic files(audio and log files).
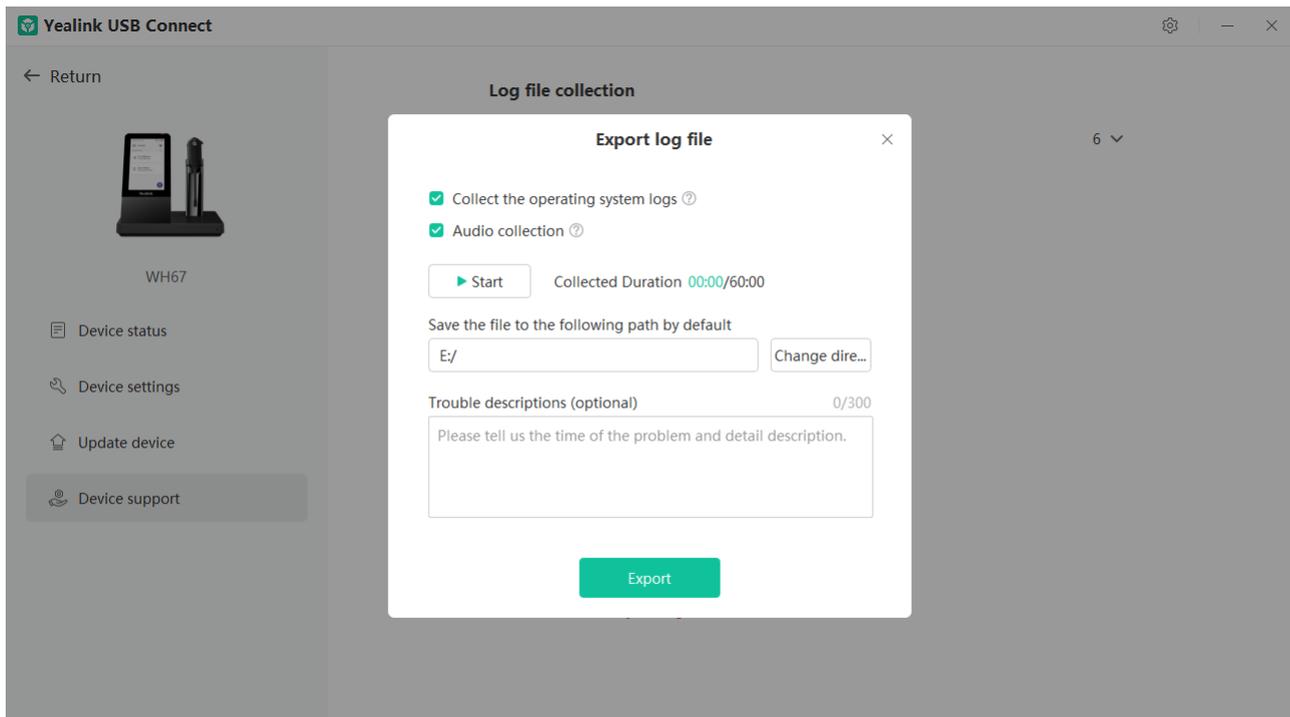
Here is the FAQ for more details.

Related Topic

- Reproduce Issues
- New Feature Request

Reproduce Issues

Detailed Issue Description

* [Headset type and version] + [connected device info, how to connect the device to Base, and how many?]

* Steps to reproduce the issue.

* Probability of this issue? Inevitable or accidental?

* Is there any other information you want to share? Any troubleshooting you have done?

Reproduce the Issue

1. Make an audio call, go to **Device support** > **Log file collection** to select **Audio collection** and **Collect operating system logs** on the Yealink USB Connect, then click **Start**.

> ⓘ **NOTE**
>
> - Before using, please connect the base and headset to the PC via a USB cable first.
>
> - Before exporting the log file, please select log level 6 or 7 first.
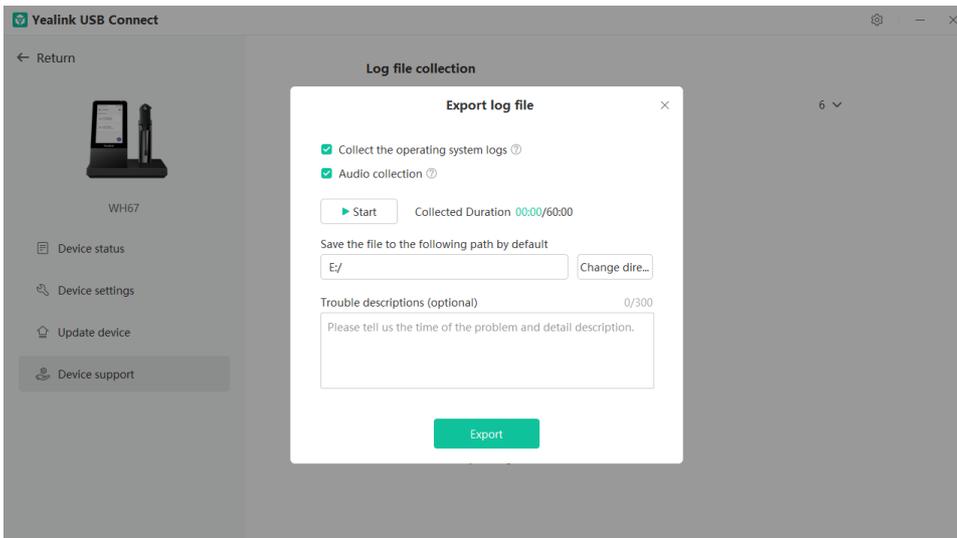
3. Then try to reproduce the audio issue again. After the audio issue is reproduced, please click **Stop** and export the diagnostic files (audio and log files).
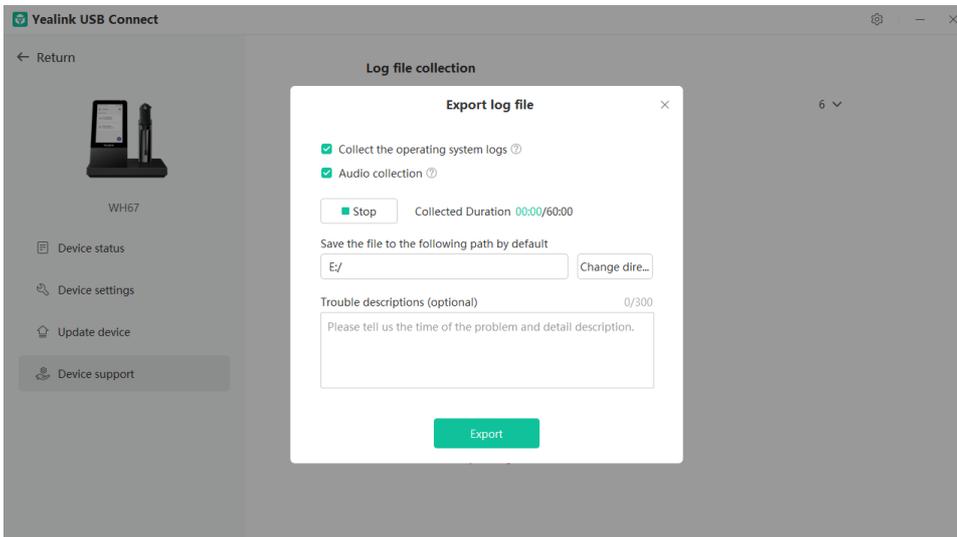
4. Then go to the path to get the diagnostic file (with a **.zip format).

Get Troubleshooting Files

Create a ticket to Yealink with: Issue description, and diagnostic files (with a **.zip format).

New Feature Request

Create a Ticket to Yealink with for New Feature Request:

Please describe the detailed description of this new feature for us below:

* *Application scenario*
* *[How does this function work? Why does the customer need it?]*
* *Do any other brand headsets support this feature?*
* *Any business/project information?*

WH6X Troubleshooting

What can I do to solve a problem

If the headset does not function as expected, try the following steps to resolve the issue.

- Find the symptoms of the issue in this Worklink, and try any corrective actions listed.
- Charge the headset.
  You may be able to resolve some issues by charging the headset battery.
- Restart the device that is being connected to the headset.
  You may be able to resolve some issues by restarting the device being connected such as your PC or smartphone.

147

- Reset the headset.
- Initialize the headset.
  This operation resets volume settings, etc. to the factory settings, and deletes all pairing information.
- Look up information on the issue on the Yealink Ticket or Yealink Support website.

If the operations above do not work, consult your nearest dealer or go to Yealink Ticket or Yealink Support to feedback your issue.

Headset

1. How Long Does It Take to Charge My WH6X Headset?

It takes approximately **2.5 hours** to fully charge your headset. After fully charged, the LED glows green. The headset will charge when it is docked in a base connected to a power supply. The LED on the headset and the battery icon on the base (**WH66/WH67** only) will flash to indicate the headset is charging. The **WH62/WH66** mono headset has up to **13 hours** of battery, the **WH62/WH66** dual headset has up to **14 hours** of battery, and the **WH63/WH67** headset has up to **8 hours** of battery.

2. What Is the Talk Time of My WH6X Headset?

The talk-time of the **WH62/WH66** mono headset is up to **13 hours**, the WH62/WH66 dual headset is up to **14 hours**, and the WH63/WH67 headset is up to **8 hours**.

3. What Do the Buttons and LEDs on the WH6X Headset Mean?

WH62/WH66 Headset:	WH63/WH67 Headset:
Mute Button — Volume Up Button — Status and Busylight LED — Call Control Button — Volume Down Button	1615450650791045999.jpg
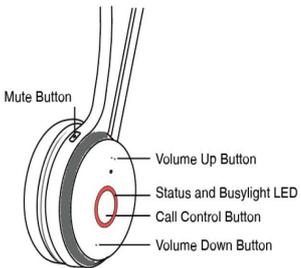
4. Can I Listen to Music While the Headset Is Charging on the Base?

Yes. For **WH66/WH67,** when the headset is charging on the base, music playback and call sound are hands-free by default.

5. How to Change the Wearing Style on my WH63/WH67 Headset?

Select your preferred wearing style and follow the guidance as illustrated. You can wear the headset on the left or the right ear. The following takes the right ear as an example:

Eartip	Earhook&Eartip
1614153310906087835.jpg	1614153312126090480.jpg
Headband	**Neckband**
1614153312126033781.jpg	1614153312126004935.jpg
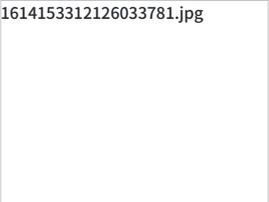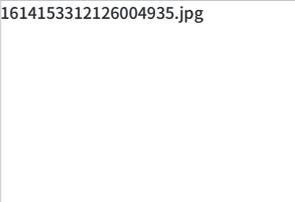
6. How to Replace WH62/WH66 Ear Cushions?

7. Do WH6X Headsets Protect My Hearing?

Yes, Yealink WH6X headsets are safe to use. They can protect a user's hearing against sudden or loud sound.
The WH6X headsets support two hearing protection technology:
1.) Peak Block Protection
2.) Australia G616 Protection (default)
You can configure it on **WH66/WH67** base on the Advanced Settings menu or via the **Yealink USB Connect**. For **WH62/WH63**, you can only configure it via the **Yealink USB Connect.**

For WH62/WH63:

① The function keys on the base are different. The Teams version is the Teams button, supporting the Teams-related function; the UC version is the voice assistant button, which implements the voice assistant function when the operating system and softphone support.

② The call control button on the headset: The Teams version is the button with a Teams symbol, supporting the Teams-related function; the UC version has no Teams symbol and supports the voice assistant function.

For WH66/WH67:

① The factory user interface on the base is different. For the Teams version, the factory preset platform is Teams; for the UC version, the factory preset platform is UC. Users can switch the platform at the advanced settings menu.

② The call control button on the headset: The Teams version is the button with a Teams symbol, supporting the Teams-related function; the UC version has no Teams symbol and supports the voice assistant function.

8. Why Does the Headset Automatically Turn off?

To conserve battery, the headset will automatically turn off when it has not been paired with the base for **10 minutes**.

9. What is the Difference Between the Primary Headset and the Secondary Headset?

The **secondary headset** is for temporary use when you create a multi-headset conference. When the conference call ends, the **secondary headset** will disconnect from the base automatically.

10. Why Does My Headset LED Flash Orange?

The headset is out of range. **By default**, the wireless range is **150m**. You can also change the wireless range between the headset and base. For more information on LED status, refer to the Status and Busylight LED chapter in the WH6X user guide

11. Will the Pairing Information of My Headset and Base Be Deleted When My Headset Is Powered off?

No. Power off the headset will only disconnect an existing wireless link between base and headset, but will not delete the pairing information between the base and the headset.

12. How to Reset the Headset?

If the headset does not operate correctly, press and hold the Call control button on the headset for nearly **12 seconds**. During this period, keep holding the button even if you hear a tone "**Power off**". Then the headset will be reset when you hear a tone "**Power on**".

Test your headset and see if the issue is resolved. If you're still experiencing issues with your headset, contact the **Yealink support team** for further assistance.

Base

1. What Do the Screen Icons on the WH66/WH67 Base Mean?

Icon	Description
🔋	Battery capacity status
🔋	Battery charging status
🎧	One headset connected (idle)
2X 🎧	Two headsets connected (idle)
3X 🎧	Three headsets connected (idle)
4X 🎧	Four headsets connected (idle)
🎧	One headset in use
2X 🎧	Two headsets in conference mode
3X 🎧	Three headsets in conference mode
4X 🎧	Four headsets in conference mode
📱	Smartphone
☎	Desk phone
💻	PC
＊	Bluetooth mode is on, but no mobile device is connected
＊	Bluetooth mode is on, and a mobile device is connected

2. What Do the Buttons and LEDs on the WH62/WH63 Base Mean?

LED	Base State
PC/desk phone button	
Off	PC/desk phone device is not connected
Glows white	PC/desk phone device is connected and in the idle status
Glows green	In the call
Fast flashes green	Ringing
Flashes green in double	Hold
Teams button	
Off	Teams disconnected
Glows white	Teams connected
Slowly-flashing white	Receive missed calls/voice mails/Teams connecting

3. How to Reset My WH6X to the Default Settings on the Base?

When you reset your WH6X, previously paired devices and settings will be cleared.

For WH62/WH63:

Hold the PC button and Phone button for **6 seconds**

For WH66/WH67:

1. Do the following:
   - For Teams version:

     Tap 👤 or the user account avatar.

     Go to **Settings** > **Advanced Settings** > **Reset Configuration**.
   - For UC version:

     Tap ⚙.

     Go to **Advanced Settings** > **Reset Configuration**.

   The screen prompts you whether to reset configuration or not.
2. Confirm the action.

4. How to Reset My WH6X to the Default Settings Using Yealink USB Connect?

Prerequisites:

The firmware version of Yealink USB Connect should be 0.32.69.0 or higher.

Procedure:

1.) Run **Yealink USB Connect.**

2.) Go to **Device recovery->Restore factory settings.**
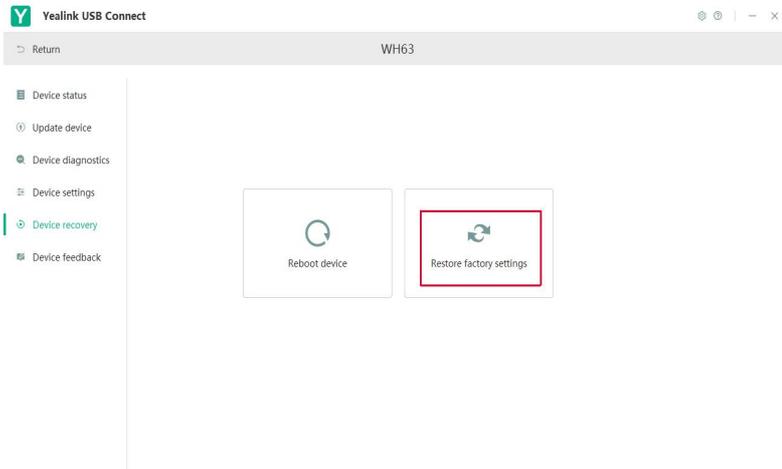
3.)Confirm the action.

Note: When you have reset your device, you will need to repair it with any previously paired devices, such as **your smartphone** or the **BT50**. The above screenshot is for guidance purposes only. Actual text may vary depending on your headset model.

5. Why Is the Time on My WH66/WH67 Base Not Synchronized with the PC?

Check if you had installed and run the **Yealink USB Connect** on the PC. The device time will automatically synchronize with the PC time when you connected **WH66/WH67** to the PC. Otherwise, you need to set the time manually at the Basic Settings menu on the base.

6. How to Access the Menu on My WH66/WH67?

For Teams Version:

Tap 👤 or the **user account avatar** in the upper-left corner of the screen. You can view three menu options:

1.)**Redial**

2.)**Bluetooth**

3.)**Settings (including Status, Basic Settings, and Advanced Settings)**

For UC version:

Tap the desired icon on the idle screen.

7. What Are the Functions of the USB Ports on the Right Side of the Base?

They serve as a **USB hub**, through which you can connect the **USB flash drive or mobile device to a PC.** You can transfer data from the USB flash drive or mobile device to your PC, or charge the mobile device.
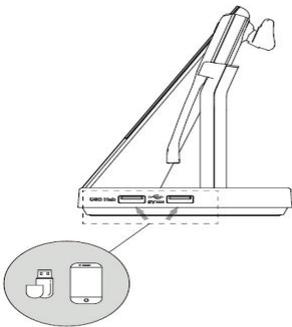
8. What Is the Function of the LED on the top of the Base Screen?

It is the power LED, indicating whether the base is powered on .

9. Why Does the WH66/WH67 Display "PC Device" or "PC Softphone"?

The **WH66/WH67** driver for **Windows** may be abnormal. You need to reinstall the driver in the **Windows Device Manager**, and then disconnect and reconnect the **WH66/WH67** to PC.
Procedure
1.) Open **Device Manager**.
2.) Delete the USB input devices with the hardware ID "6993". You can right-click the USB Input Device and check the hardware ID in the Details tab.
You can right-click the USB Input Device and check the hardware ID in the Details tab.
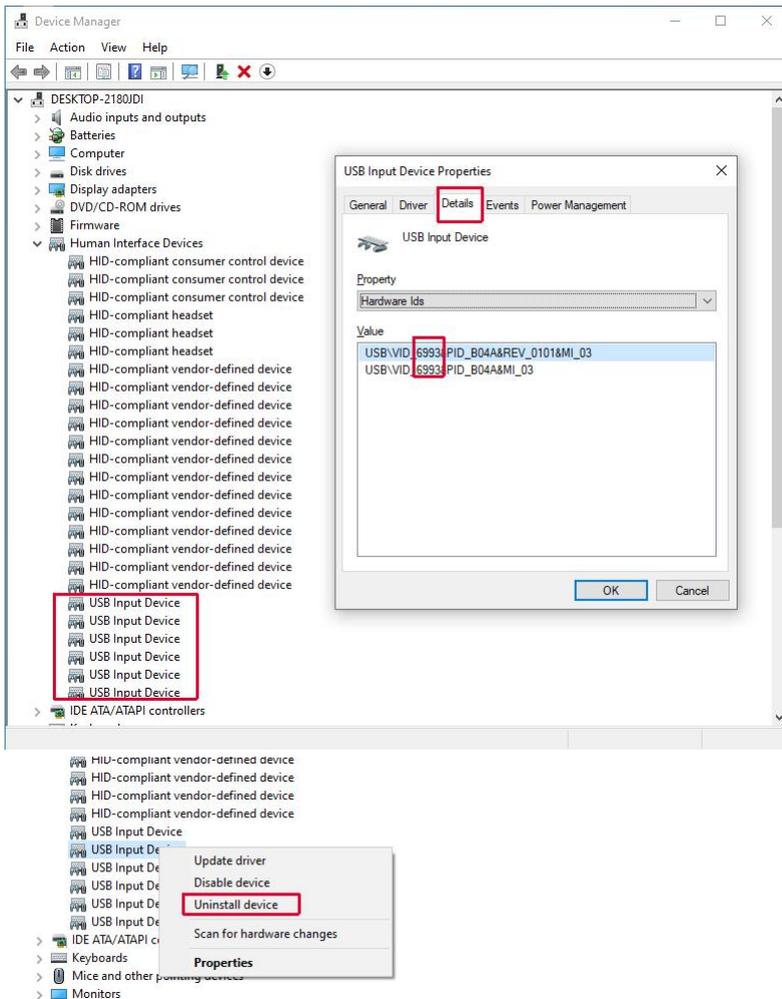
3.) Uninstall the WH6X device.
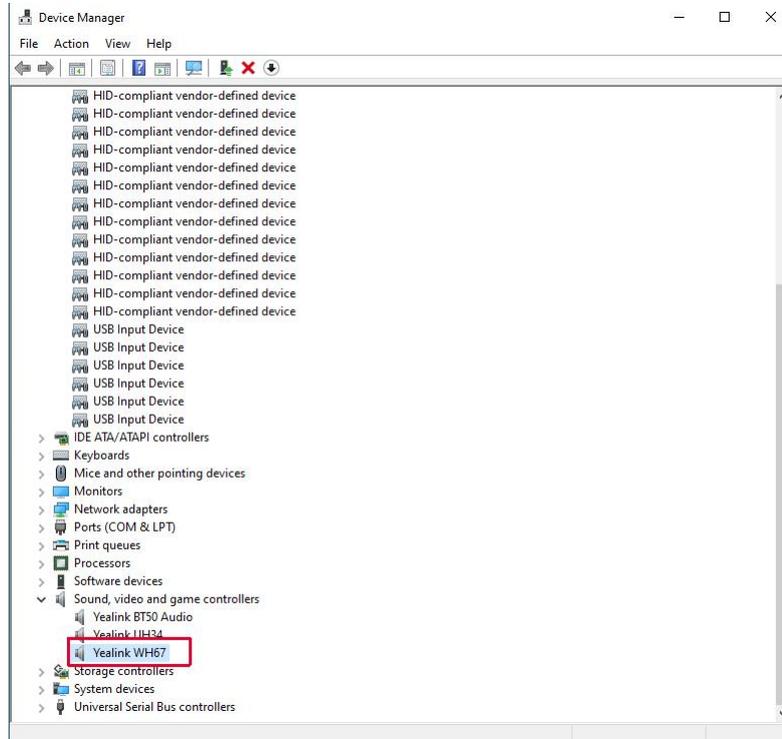
4.) Disconnect and Reconnect **WH66/WH67** to Your PC.

10. Why Does the "USB device connected", "USB device disconnected", or "USB installation failed on the PC" Repeatedly Appear on the WH66 Screen?

The USB device failed enumeration in Windows. So you need to disconnect and reconnect the **WH66** to the PC.

Audio and Call

1. Why Can't I Hear the Other Party's Voice?

The playback volume is too low. Press the Volume Up button on the headset.

The WH6X headset is not set as the default audio device for PC. Use the audio settings in the sound control panel/preferences to select the headset as the default audio device. For **WIN 8/ WIN 8.1/ WIN 10 OS**:

1.) Go to Control **Panel->Hardware** and **Sound->Sound**.

2.) In the **Playback** tab, highlight the desired headset and select **Set Default**.
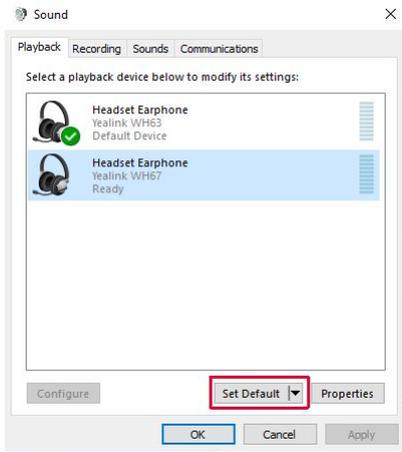
3.) Confirm the action.

For MAC OS:

1.) Go to your System **Preferences -> Sound**.

2.) In the **Output** tab, select the WH6X as your Playback Device.

The WH6X headset is not set as the audio device for the softphone client.

2. Why Can't the Other Party Hear Me?

The microphone is muted. Press the Mute button on the headset to unmute. For **WH62/WH66** headset, you can also move the microphone boom-arm down to unmute the microphone.

The WH6X headset is not set as the default audio device. Use the audio settings in the sound control panel/preferences to select the headset as the default audio device.

For WIN 8/ WIN 8.1/ WIN 10 OS :

1.) Go to **Control Panel->Hardware** and **Sound->Sound**.

2.) In the Recording tab, highlight the desired headset and select **Set Default**.
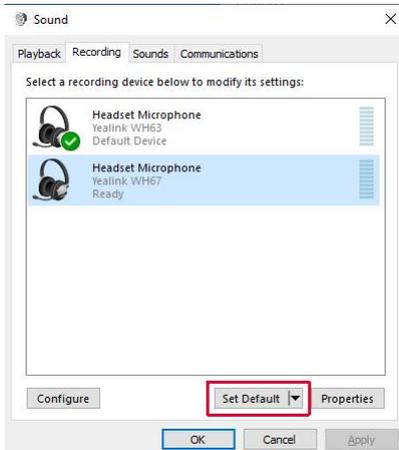
3.) Confirm the action.

For MAC OS:

1.) Go to your **System Preferences -> Sound**.

2.) In the Input tab, select the **WH6X** as your **Playback Device**.

For more information, refer to web resources.

The WH6X headset is not set as the audio device for the softphone client.

3. How to Ensure Clear Audio When I Use My Headset?

Make sure the microphone is positioned close to your mouth to maximize speech quality. If the boom arm is long enough, position the microphone approximately **0.5 inches** from your mouth.

Use the **Volume Up/Down key** or **Volume control panel** on the headset to adjust the volume up or down as needed.

4.Why Can't I Hear My Voice or I Hear too Much of My Voice When I Speak with the Microphone?

Do the following:

1.) Go to **Control Panel->Hardware** and **Sound->Sound**.

2.) Right-click the desired headset and select **Properties**.

3.) In the **Levels** tab, adjust the sidetone.
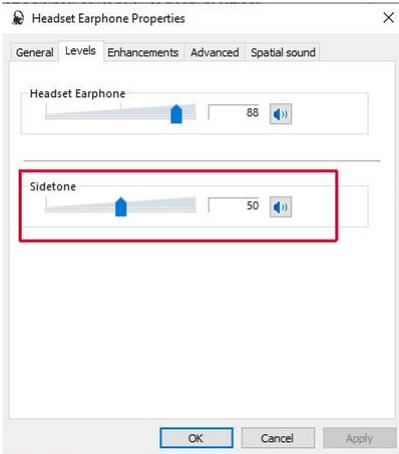
If you cannot hear your own voice, please increase the sidetone volume. If you hear too much of your own voice, please lower the sidetone volume.

4) Click OK.

5. How to Use the WH6X Device to Listen to Music on PC?

If you need to use the **WH6X** device to listen to music on the PC, you can set the WH6X as the default audio device on the PC.

Do the following:

For WIN 8/ WIN 8.1/ WIN 10 OS :

1.) Go to **Control Panel->Hardware** and **Sound->Sound**.

2.) In the **Playback tab,** highlight the desired headset and select Default Communication Device.
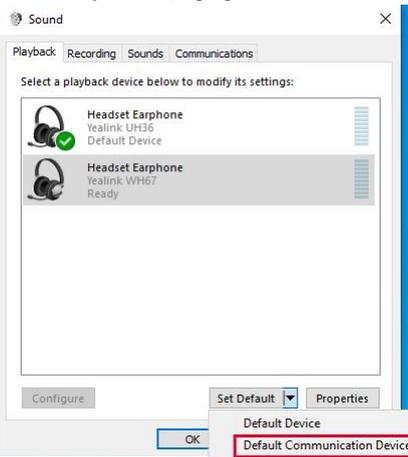
3.) Confirm the action.

For MAC OS:

1.) Go to your **System Preferences -> Sound**.

2.) In the **Output tab**, select the **WH6X** as your **Playback Device**.

6. How to Change the Level of Audio Protection on My WH6X Headset?

Prerequisites

The firmware version of **Yealink USB Connect** should be **0.32.69.0** or higher.

Procedure

1.) Run **Yealink USB Connect**.

2.) Go to **Device settings->Advanced settings.**

3.) Select the desired technology from the Anti-Startle Protection drop-down menu.

7. How to Set My Device as the Default Audio Device on My Windows Computer?

Procedure

1.) In the Windows task bar, right-click the Sound icon
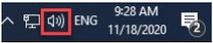
2.) Click **Open Sound settings**. Alternatively, you can open the Windows Control Panel and go to Sound settings.
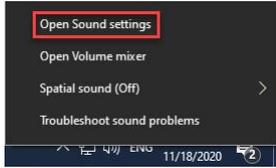
3.) On the **Playback** tab, select your Yealink WH6X device, and click **Set Default**.
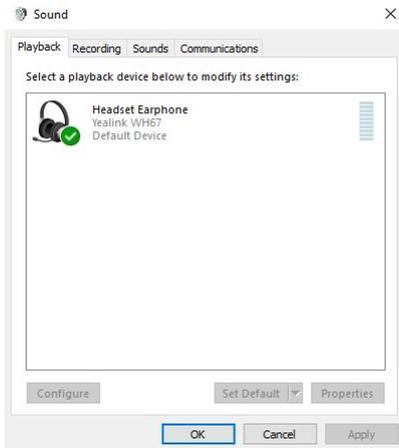
4.) Click **OK** to confirm the new settings.

Alternatively, you can select your WH6X device as the output device.
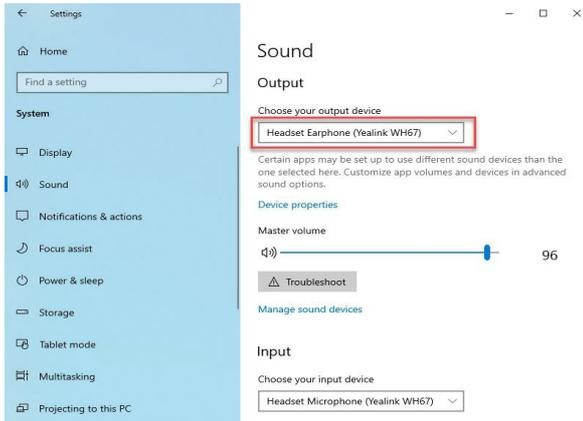
8. How to Set My Device as the Default Audio Device on My Mac OS Computer?

Procedure

1.) On your Mac, go to **Apple menu > System Preferences**, click **Sound**.

2.) On the **Output** tab, select your **WH6X device** as your **Playback Device**.

3.) On the **Input** tab, select your **WH6X device**.

9. Why Is There no Audio in My Headset When I Answer an Incoming Call on My Smartphone?

When you answer an incoming call on a smartphone, the audio may stay in the smartphone. You can switch to the **Bluetooth channel** on your smartphone to transfer the audio to the headset.

10. How to Use the Conference Call Mode with My Headset?

You can set up a conference call by pairing up to three additional headsets with the same base. You can pair an additional headset by docking it in the base, and then press the Call Button on the primary headset

Add headset(s) using the base
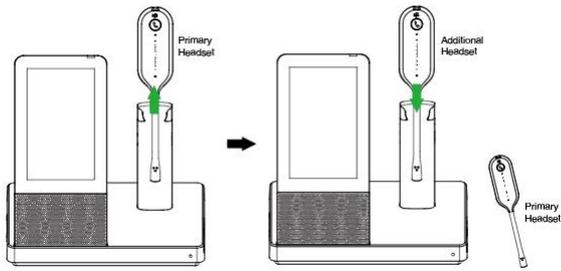
11. How to Choose WH6X as Audio Playback Device on PC When I Connect WH6X to PC via BT50?

Select **BT50** as the audio playback device.
For WIN 8/ WIN 8.1/ WIN 10 OS :
1.) Go to **Control Panel->Hardware** and **Sound->Sound.**
2.) In the **Playback** tab, highlight the **BT50** and select **Set Default**.
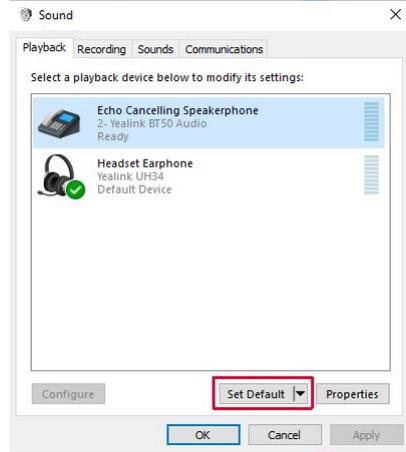
3.) Confirm the action.
For MAC OS:
1.) Go to your System **Preferences -> Sound**.
2.) In the **Output** tab, select the **BT50** as your **Playback Device**.

12. Why Can't the Call Volume Be Synchronized After I Connect WH66/WH67 to My Smartphone?

Try to enable Bluetooth absolute volume on your smartphone.

13. Why Can't I Mute the Microphone?

When the headset is in an idle state, the microphone is turned off by default, and the mute feature is unavailable. During the call, the microphone will be turned on, and you can mute/unmute the microphone.

Connection & Pair

1. How to Connect My Base with My PC?

Procedure
1.) Insert one end of the supplied **USB cable** into the port marked "**PC**" on the base, and the other end into an available **USB port** on your **PC**.
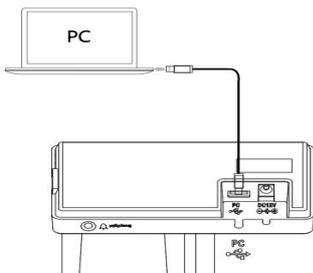
2. Why Does My PC/Desk Phone with Type-C Port My WH66/WH67?

You need to use the original **USB-A** to **USB-C cable,** which is specially provided for connecting the wireless charger **WHC60**, connecting **WH66/WH67** to a PC or the compatible Yealink desk phone.

3. Why Can't WH66/WH67 Connect to PC via BT50?

The **WH66/WH67** and **BT50** are not pre-paired. Manually pair them using **Yealink USB Connect.**
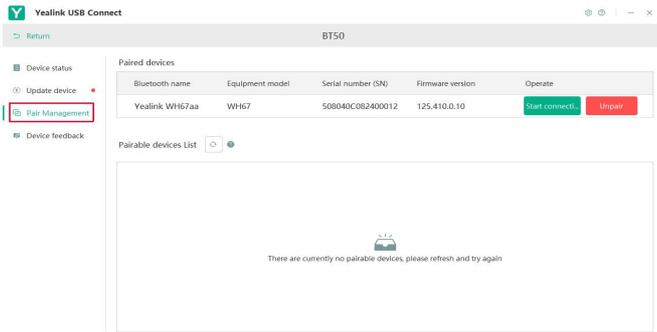
There may already be two Bluetooth devices connected to **WH66/WH67**. The **WH66/WH67** supports connecting up to two Bluetooth devices at the same time.

4. How to Connect My Base to the Desk Phone Using USB for Audio?

Procedure

1) Using the supplied USB cable, plug it into the port (marked with **USB** logo) on the base and into an available USB port on your desk phone.
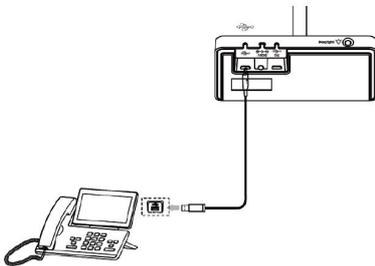
2) Plug the base into a power supply using the supplied power adapter.

5. Can I Use WH66/WH67 When Device CARD Displays "PC Softphone" or "PC Device" after Connected to Desk Phone?

Yes. When you connect your base to the desk phone using USB, the screen may display as below. It does not affect the performance of the base and phone.
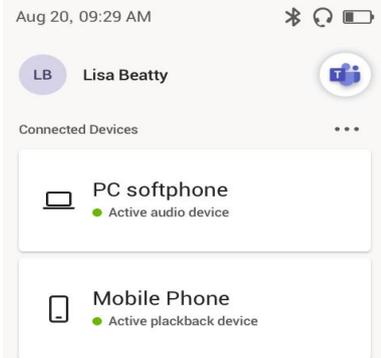
6. Why Doesn't the Base Respond When There is an Incoming Call from the Desk Phone?

Make sure the ringer device for the phone is set as Use Headset.

Procedure

1.) Access the web user interface of the desk phone.

2.) Go to **Features->Audio**.

3.) Select **Use Headset** or **Use Headset & Speaker** from the **Ringer Device for Headset** drop-down menu.
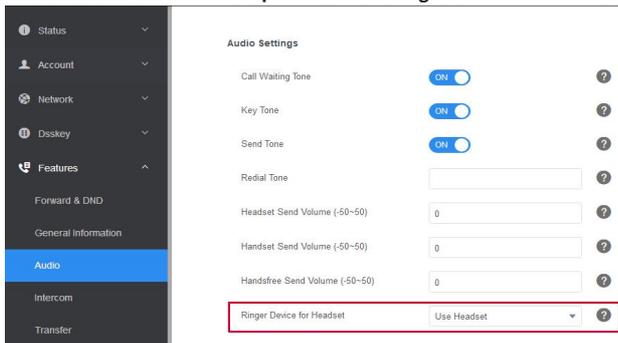
If you select **Use Headset & Speaker**, the base rings only when you enable the Ring Tones feature for the base.

7. How Many Bluetooth Devices can I Connect to at the Same Time?

Up to two Bluetooth devices can be connected at the same time.

8. Why Do I Search So Many WH66/WH67 Devices in My Office Area? Which One Should I Connect via Bluetooth?

We recommend that you rename the device name on **WH66/WH67** first when connecting to a device via Bluetooth. Then you can easily identify your WH66/WH67 to other devices. Configuration path: **Bluetooth->My Bluetooth** Information.

9. How to Pair the WH66/WH67 with My Mobile Device?

Procedure

1. Do the following:
   - For Teams version:

     Tap or the user account avatar, and tap **Bluetooth**.
   - For UC version:

     Tap .

   The base automatically enters the pairing mode.
2. Turn on Bluetooth on your smartphone and select **Yealink WH66**/**Yealink WH67**.

10. Why Can't get the WH66/WH67 Device Pair with My Mobile Device?

The **WH66/WH67** supports connecting to only two Bluetooth devices at the same time. Therefore, there may already be two Bluetooth devices connected to **WH66/WH67** when pairing with the mobile phone. Therefore, you can disconnect one connected device and then pair **WH66/WH67** with your mobile device.
Try to turn Bluetooth off and on.

11. Can I Connect WH6X to the PC and Desk Phone at the Same Time?

Yes. For **WH62/WH63**, you can connect them to the PC and desk phone via the included USB cables; for **WH66/WH67**, you can connect them to the PC using the included **USB cable** and desk phone via **Bluetooth**.

12. Do the headset and base only need to be paired once?

Yes. If the headset and the base are paired, the headset keeps paired with the base even if you undock the headset. However, you will hear an "out of range" tone from the headset if you move beyond range. The headset is successfully paired with the base for initial use when you dock it in the base.

13. How to Connect a Wireless Charger to My Mobile Phone?

Yealink provides an optional accessory: **WHC60** wireless charger for you to charge your mobile phone. You can connect the wireless charger via two methods:
1) Connect the wireless charger to **WH66/WH67 base** directly.
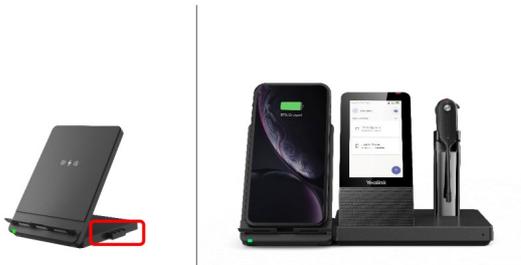
2) Connect the wireless charger to the USB charger adapter via a **USB Type-C** cable.

USB port (back)

14. How to Select WH66/WH67 as the Audio Playback Device on PC when Connecting It to PC via Bluetooth Directly?

When you connect WH66/WH67 to PC via built-in Bluetooth directly, two WH66/WH67 audio device options will appear on PC: Yealink WH66 Hands-free AG Audio / Yealink WH67 Hands-free AG Audio and Yealink WH66 Stereo / Yealink WH67 Stereo.
You need to select **Yealink WH66 Hands-free AG Audio / Yealink WH67** Hands-free AG Audio as the playback device and recording device.
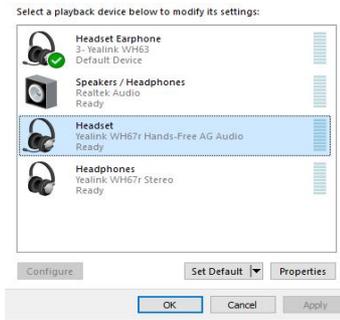
DECT

1. Are DECT Standards Global?

The DECT (Digital Enhanced Cordless Telecommunications) is a digital communication standard but not a global standard. However, in countries where DECT system frequency bands are allocated, the technology is nearly the same.
However, the allocated radio transmitting frequencies and the output power may vary from one region/country to another.
DECT products should never be used outside the intended region/country as they may cause interference with networks allocated in the band for other purposes.

DECT FREQUENCY BANDS

Frequency Band	Region/Country
1880-1900 MHz	Europe, South Africa, Hong Kong, Australia, and New Zealand
1786-1792 MHz	Korea
1880-1895 MHz	Taiwan
1893-1906 MHz	Japan (J-DECT)
1910-1920 MHz	Brazil
1910-1930 MHz	Much of Latin America excluding Brazil
1920-1930 MHz	Canada and USA (US DECT 6.0)

The applicable set of wireless **DECT** standards depends on local regulations. To ensure that the products conform to the local standards, make sure that you purchase the product from an official channel.

2. Can DECT Products Be Used Globally?

No, **DECT** (Digital Enhanced Cordless Telecommunications) products should not be used outside of the intended region/country. Doing so could cause interference with other networks allocated the same frequency range for other purposes.

3. How to Minimize Potential Wireless Range Issues Related to DECT Density Using Yealink USB Connect?

Prerequisites
The firmware version of Yealink USB Connect should be 0.32.69.0 or later.
Procedure
1). Run **Yealink USB Connect**.
2). Go to **Device settings->Advanced settings.**
3). Select the desired value from the **Wireless range** drop-down menu.
Medium and Short settings use lower radio frequency levels that will limit the range. This will minimize the potential for radio interference in environments with high DECT density.
It is important for devices located in a specific environment to use the same settings to get the best available density performance. For more information on the deployment density of WH6X, see Yealink Technical Whitepapers.

4. What Is the Range Between My Headset and the Base?

The ranger from the base to the headset can be up to **160 meters/525 feet** for the **WH62/WH66** and **120 meters/394 feet** for the **WH63/WH67**.
The actual range may be shorter due to physical obstructions such as walls. If you move beyond the range while talking, you will hear an "**out of range**" tone from the headset. When you move back in the range, the current call will continue. The headset will automatically power off if you remain out of range for 10 minutes.

Accessories

1.What Is a Busylight BLT60?

The busylight glows red to let people know when you're on a call and keep you from being interrupted. Some LED statuses require softphone support. For **WH66/WH67**, you can also set the busylight status manually when you don't want to be disturbed. The **WH62/WH63** does not support presence status.

2.What Do the LEDs on the Busylight BLT60 Mean?

LED States	Description
Connection Status	
LED glows red, green, and blue in sequence	Startup after the busylight is inserted into the base
Presence Status (only for WH66/WH67, sync status requires softphone support)	
LED glows green	Available
LED glows orange	Away
LED glows red	DND/Busy
LED off	Turn off the busylight, softphone does not support
Talking Status	
LED fast flashes red	Ringing
LED glows red	In a call
LED slowly flashes green	Missed call/voice message notification (this requires softphone support)
LED off	Softphone/phone does not support, turn off the busylight

Firmware

1. What Is Firmware?

Firmware is product software that controls how a device operates. To ensure your device is performing optimally, we recommend updating the firmware to **the latest version**. Please go to the product support page to download the available firmware.

2. How to Update the Firmware for My Device Using Yealink USB Connect?

Prerequisites

The firmware version of **Yealink USB Connect** should be **0.32.69.0** or higher.

Procedure

1.) Run **Yealink USB Connect.**

2.) Go to **Update device.**

3.) Do one of the following:

   a)Click **Check for updates** to automatically update the firmware to the newest version.

   b)Click **Update manually** to update the firmware to the specific version manually.

4.) Confirm the action.

You need to download the firmware on the product documentation page first.
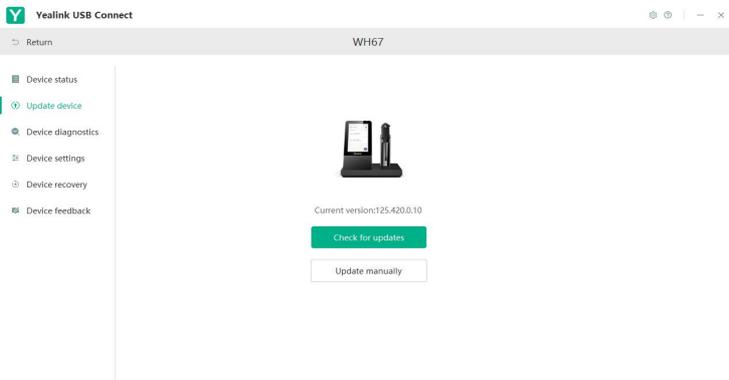
3. How to Find the Firmware Version of My Yealink Device Using Yealink USB Connect?

Prerequisites

The firmware version of **Yealink USB Connect** should be 0.32.69.0 or higher.

Procedure

1.) Run **Yealink USB Connect**.

2.) Go to **Device status** to check the firmware version.
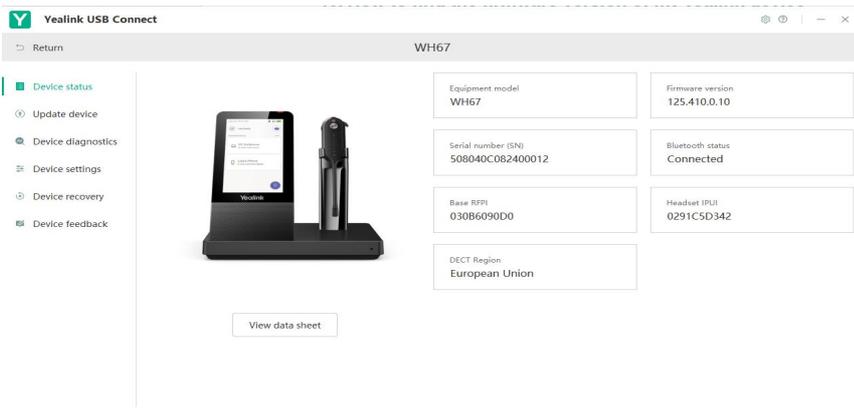
4. Can the Headset Be Taken Away during the Firmware Update?

We recommend that you not take off the headset during the firmware update.

5. What Should I Do If the Upgrade Fails due to Accidental Operations during the Firmware Update?

If the update fails, **Yealink USB Connect** will prompt the device is currently in recovery mode. Download the corresponding firmware package from the technical support website and then manually update the firmware.

If **Yealink USB Connect** does not prompt you to upgrade the firmware manually:

   a)For **WH66/WH67**: unplug and plug the power adapter five times. The base enters the recovery mode after the startup.

   b)For **WH62/WH63**: power off the base, press the **PC button**, **Teams/voice assistant button,** and phone button simultaneously while powering on. The base enters the recovery mode after the startup

Softphone Clients

1. How to Set up My WH6X Device to Work with Microsoft Teams?

Procedure:

1.) Click on your profile picture at the top of the Teams window.

2.) Click **Settings->Devices.**

3.) Select your Yealink WH6X device under the **Audio devices** field
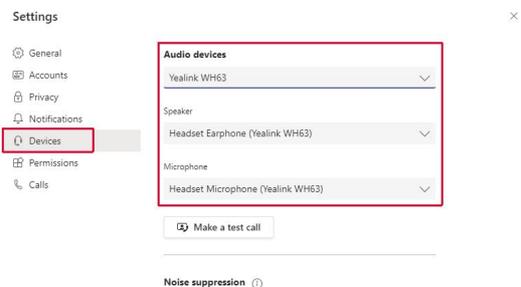
2. How to Set up My WH6X Device to Work with Skype for Business?

Procedure

1.) Click the **Settings** icon in the top-right corner of the **Skype for Business** window.

2.) In the left-side options, click **Audio Device**.

3.) In **Audio Device**, select your **Yealink WH6X** device.
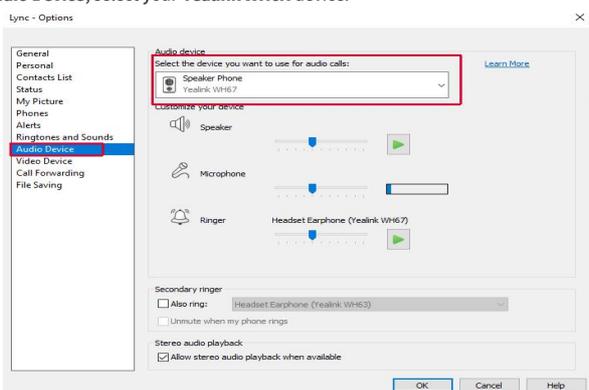
3. How to Set up my WH6X Device to Work with Yealink UME?

Procedure

1.) Run **UME**.

2.) Click on your profile picture at the top of the **UME Window**.

3.) Select **Settings,** and then select **Device**.

4.) For each of the **Speaker** and **Microphone** settings, select your **Yealink WH6X** device.
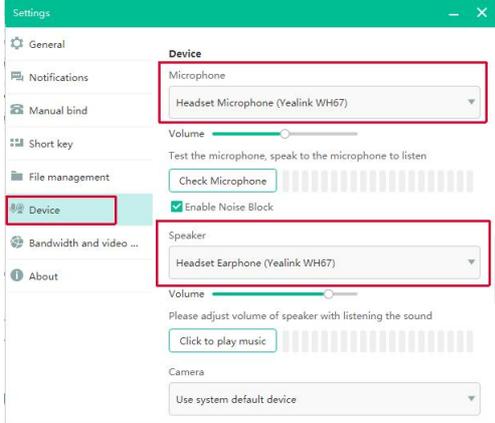
4. How to Set up My WH6X Device to Work with Yealink Meeting?

1.)Run **Yealink Meeting** .

2.)Go to **More->Settings**

3.)Select **Audio**.

4.)For each of the **Speaker** and **Microphone** settings, select the **Yealink WH6X** device.
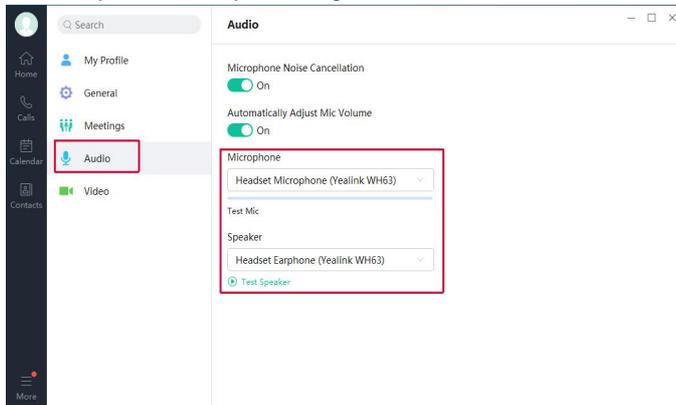
5. How to Set up My WH6X Device to Work with Zoom for Windows?

Procedure

1.) Run **Zoom**.

2.) Click on your profile picture at the top of the Zoom window.

3.) Select **Settings**.
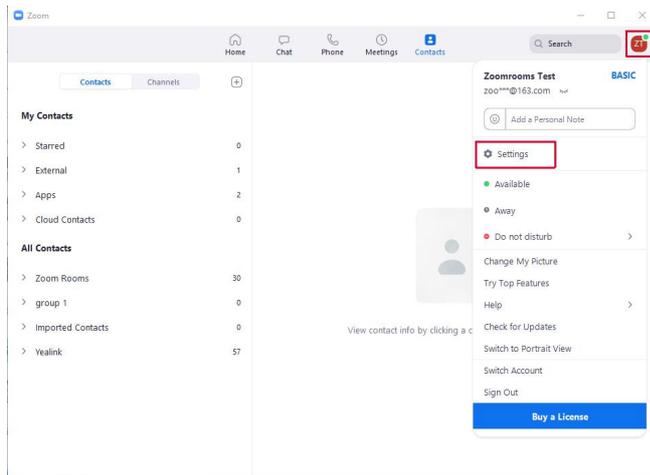
4.) For each of the **Speaker** and **Microphone** settings, select the **Yealink WH6X** device.
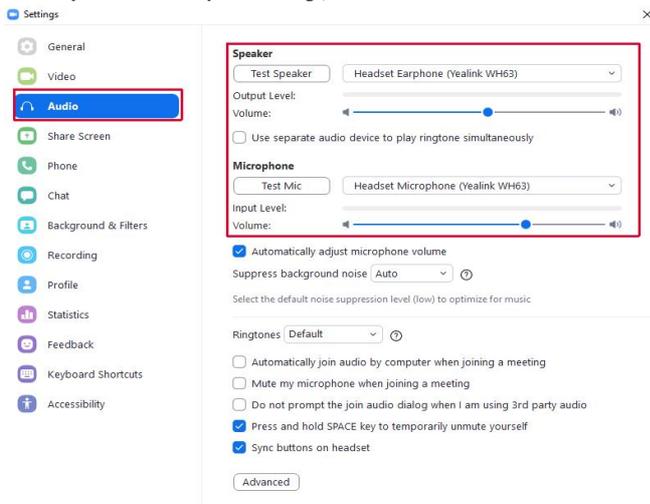
6. How to Set up My WH6X Device to Work with Skype for Windows?

Procedure

1.)Run **Skype**.

2.) Click on your profile picture at the top of the **Skype Window**.

3.) Click **Settings**.
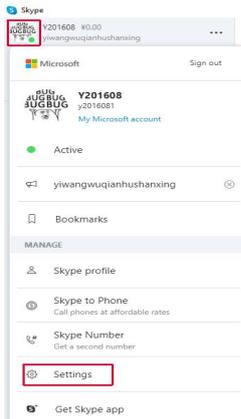
4.) Click **Audio & Video**.

5.) For each of the settings **Microphone** and **Speaker**, select the **Yealink WH6X** device.
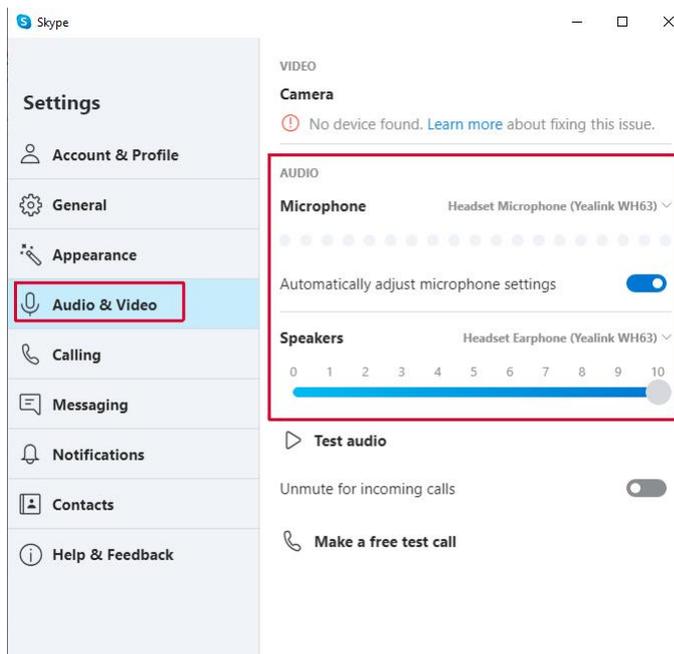
Power & Charge

Unable to power on the headset

- Make sure the battery is fully charged.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

The headset is powered off automatically

Make sure the battery is fully charged.

Charging cannot be done

Common

- Try charging with the supplied USB cable.

- We recommend you charge in a place with an ambient temperature between 32 °C and 104 °C. Efficient charging may not be possible beyond this range.

- Reset the headset.

- Initialize the headset, and pair the headset and the device again.

When charging with a USB AC adaptor

- Ensure the USB AC adaptor is firmly connected to the AC outlet.

- When using a commercially available USB AC adaptor, use one capable of supplying an output current of 1.5 A or more.

When charging with a PC

- Check the supplied USB Type-C cable is properly connected to the PC's USB port.
- Check the PC is turned on.
- There may be a problem with the USB port of the connected PC. Try connecting to another USB port on the PC if one is available.
- Restart the PC and try the USB connection procedure again in cases other than those stated above.

Charging time is too long

- When charging with a PC, check that the headset and the PC are directly connected, and not via a USB hub.
- Check that you are using a commercially available USB AC adaptor capable of supplying an output current of 1.5 A or more.
- Check that you are using the supplied USB Type-C cable.
- We recommend you charge in a place with an ambient temperature between 32 °C and 104 °C. Efficient charging may not be possible beyond this range.
- Restart the PC and try the USB connection procedure again in cases other than those stated above.

Available operating time is short

- If you set the following functions, the available operating time of the battery becomes short.
  - Equalizer
  - Sound quality mode during Bluetooth playback: Priority on sound quality
  - Noise canceling function

  If you run the above settings simultaneously, the available operating time of the battery becomes even shorter.

- If the headset is not used for a long time, the rechargeable battery usage hours may be reduced. However, the battery life will improve after charging and discharging several times. If you store the headset for a long time, charge the battery once every 6 months to avoid over-discharge.

- We recommend you charge in a place with an ambient temperature between 32 °C and 104 °C. Efficient charging may not be possible beyond this range.

- If the usage hours of the built-in rechargeable battery decrease significantly, the battery should be replaced. Consult your nearest Sony dealer.

Sound

No sound

- Check that both the headset and the connected device are turned on.
- When playing music, check that the headset and the transmitting Bluetooth device are connected.
- When using a video calling application on a PC, check that the headset and the PC are connected via Bluetooth connection.
  Depending on the video calling application you are using, microphone settings may not be available.
- When you connect with 2 devices simultaneously with a multi-point connection, depending on the connected device, the device may keep sending the silent signal even if the playback of the music or video is stopped. In this case, the headset remains connected to the device, and the connection may not be changed to another device. If the sound from the second device cannot be heard after the playback is stopped on the first device, operate in the following order and check whether the situation has improved.
  - Stop the playback of the application on the first device.
  - Shut down the application on the first device.
- Turn up the volume if it is too low.
- Check that the connected device is playing back.
- If you are connecting a PC to the headset, make sure the audio output setting of the PC is set for a Bluetooth device.
- Pair the headset and the Bluetooth device again.
- Restart the smartphone or the PC you use.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Low sound level

- Turn up the volume of the headset and the connected device.
- Connect the Bluetooth device to the headset once again.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

> ⓘ **NOTE**
> Depending on the connected device, the volume of the device and the headset may or may not be synced. If the volume on a device is not synced to the volume on the headset, it will not be possible to use the device to turn up the volume on the headset once the volume is turned down on the headset. In that case, turn up the volume of both the headset and the connected device.

Low sound quality, or noise sound can be heard

- Turn down the volume of the connected device if it is too loud.
- Some devices that emit ultrasonic sound waves designed to repel rodents may occasionally be installed at the entrances of commercial facilities or subway stations. Near such devices, the ultrasonic sound waves may cause noise or unusual sounds to be heard from the headset. Leave the place where the noise or unusual sound is heard. Or turn off the noise canceling mode from the Yealink USB Connect software.
- If the headset connects to the previously connected Bluetooth device, the headset may only establish the HFP/HSP Bluetooth connection when it is turned on. Use the connected device to connect via an A2DP Bluetooth connection.
- When listening to music from a PC on the headset, the sound quality may be poor (e.g., difficult to hear the callee voice, etc.) for the first few seconds after a connection is established. This is due to the PC specifications (priority on stable connection at the start of transmission and then switches to priority on sound quality several seconds later) and is not a headset malfunction.

Sound skips frequently

Communications may be disabled, or noise or audio dropout may occur under the following conditions.

- When there is an obstacle, such as metal or a wall, between the headset and the Bluetooth device

- In places with wireless LAN, where a microwave oven is used, electromagnetic waves are generated, etc.

- Where there are other wireless communication audio devices or other people nearby, such as in train station premises or on a crowded train

- If you are enjoying music with your smartphone, the situation may be improved by closing unnecessary apps or restarting your smartphone. If you are enjoying music with your computer, close unnecessary applications or windows and restart the computer.

- Connect the headset and the Bluetooth device once again.

- Reset the headset.

- Initialize the headset, and pair the headset and the device again.

Noise canceling effect is not sufficient

- Make sure the noise canceling function is turned on.
- Adjust the headset to a comfortable position.
- The noise canceling function is effective in low-frequency ranges such as airplanes, trains, offices, near air-conditioning, and is not as effective for higher frequencies, such as human voices.
- With the Yealink USB Connect, check the setting of **Smart Noise Block**. If you enable **Smart Noise Block**, the effect of noise canceling is reduced. You should enable **Noise Suppression**.

Connect

Pairing cannot be done

- Bring the headset and the Bluetooth device within 1 m (3 feet) from each other.
- When pairing a device for the first time after purchase or after initializing or repairing the headset, turn on the headset and put the headset enter pairing mode. To pair a second or subsequent device, press and hold **Call Control** button on the headset for about 5 seconds to enter pairing mode.
- When pairing a device once again after initializing or repairing the headset, you may be unable to pair it if it retains pairing information for the headset (smartphone or other devices). In this case, delete the pairing information for the headset from the device and pair them again.
- Restart the connected device such as a smartphone or a PC you use, and pair the headset and the device again.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Unable to make a Bluetooth connection

- Check that the headset is turned on.
- Make sure that the **Open discover** on the base has been enabled.
- If the headset automatically connects to the last connected Bluetooth device, you may fail to connect the headset to other devices via Bluetooth connection. If this is the case, operate the last connected Bluetooth device and disconnect the Bluetooth connection.
- Check if the Bluetooth device is in sleep mode. If the device is in sleep mode, cancel the sleep mode.
- Check if the Bluetooth connection has been terminated. If terminated, make the Bluetooth connection again.
- If the pairing information for the headset has been deleted on the Bluetooth device, pair the headset with the device again.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Update

If any of these messages appear during the software update, follow the instructions provided to continue with the update.

Possible Causes

If any of the issues above occur, the following conditions might cause the update to stop before it completes.
- The headset and mobile device have an unstable Bluetooth connection.
- The headset or mobile device has a low battery.
- There is signal interference, such as from a wireless LAN or other wireless devices.

Troubleshoot Issue

- Turn off power to all Bluetooth devices connected to the mobile device being used for the update.

- Turn off the mobile device. Then turn it back on.

- Close the or Yealink USB Connect.

- Open the Yealink USB Connect again.

- Fully charge your headset and mobile device.

- Initialize the headset, and pair the headset and the device again.

- Unplug and plug the headset via a USB cable.

Perform Update Again

Check the following conditions first and then perform the update again using the Yealink Connect app or Yealink USB Connect.

- Turn off or close all other apps running on the PC.

- Keep the headset as close to the mobile device as possible.

- Keep other devices that transmit radio waves, including Bluetooth and Wi-Fi® devices, away from the headset and the mobile device.

- When using an iOS device (iPhone, iPad, etc.), turn off the Google Assistant settings.

Others

1. **The headset always prompt "out of range" or always flash LED indicator .**

   Do one of the following:
   1. Make sure the headset is the same set as the primary headset.
   2. Turn the headset on/factory reset to check if it can be restored.
   3. Update the headset to the latest version.
   4. Please refer to How to recover the WH6X.

2. **What Is the Difference between Teams and UC Version?**

- For WH62/WH63:

  - The function keys on the base are different. The Teams version is the Teams button, supporting the Teams-related function; the UC version is the voice assistant button, which implements the voice assistant function when the operating system and softphone support.

  - The call control button on the headset: The Teams version is the button with a Teams symbol, supporting the Teams-related function; the UC version has no Teams symbol and supports the voice assistant function.

- For WH66/WH67:

  - The factory user interface on the base is different. For the Teams version, the factory preset platform is Teams; for the UC version, the factory preset platform is UC. Users can switch the platform at the advanced settings menu.

  - The call control button on the headset: The Teams version is the button with a Teams symbol, supporting the Teams-related function; the UC version has no Teams symbol and supports the voice assistant function.

Clean

Please follow these hygiene practices and keep your products clean.

1. Rub the cloth with a bit of regular soap and water, and dry the excess liquid to prevent the fabric from dripping. Use only soap and water - do not use a strong cleaner.

2. Gently wipe the headset to ensure no foam on the surface.

3. Leave the headset for at least one minute.

4. Wipe the surface with a slightly damp cloth (water only).

5. Dry in the air.

6. If you do not use the headset, avoid contact with dirty surfaces to keep it clean. If the headset comes with a charging cradle, you can insert it into the cradle or place it in a protective case/bag.

How to create a ticket to Yealink Support

Ticket website: https://ticket.yealink.com

Different Modules of Ticket

When you encounter a problem, you can make a preliminary judgment about what type of problem you have, and enter from different Windows for different types of problems.

Ticket priority definition

Necessary Information Required for Hardware Problems

1. Basic product information(Model, Quantity, SN/MAC, Firmware version)

2. Consignee information(Name, Email, shipping address, contact phone number)

3. Problem phenomenon(Preferably with video evidence)

4. The troubleshooting step you have done.

5. Log file(If the hardware problem is not obvious, it is recommended that you attach log files for Yealink support analysis)

Necessary Information Required for Bug Problems

1. Problem background to define the priority of this case. (pre-safe or after-safe project)

2. Basic product information(Model, Quantity, SN/MAC, Firmware version)

3. Problem phenomena and customer usage scenarios.

    a. To do well is to provide videos to show the phenomenon of the problem so that we can better understand it.

    b. The probability of the problem occurring.

    c. If the equipment is used with a third party, information about the third-party equipment should be provided (manufacturer, model, etc).

    d. If it is a VCS device, it is advisable to synchronize the P2P/Meeting call(VMR ID) and protocol (H.323/SIP) with us

4. The troubleshooting step you have done.

5. Reproduce your problem. export the log file and pcap file, and provide the exact timestamp of this problem.

Yealink Business Headset Limited Warranty

Yealink Limited Warranty

What Products Does This Limited Warranty Cover

This Limited Warranty will be provided by Yealink Network Technology Co., Ltd. (hereinafter referred to as "Yealink") Yealink provides the warranty set out in this document, in respect of Yealink Products purchased distributors and/or resellers (hereinafter referred to as "Yealink authorized service provider") in original Yealink packaging.

This Limited Warranty only covers Yealink Products including:

1) USB Wired Headset: UH Series.

2) DECT Wireless Headset: WH Series.

3) Bluetooth Wireless Headset: BH Series.

4) QD Wired Headset: YHS Series.

5) Portable Speakerphone CP700 /CP900.

 (Hereinafter referred to as the "Product(s)")

What is the Period of Coverage

The term of the warranty begins from the date of purchase. Your dated sales receipt showing the date of purchase is your proof of purchase. The warranty period varies by product and is generally 12 or 24 months; consult user information provided by Yealink at the time of purchase for the warranty term specific to your product ("Warranty Period"). **Yealink' obligation under this Limited Warranty to repair or replace Products that manifest a defect in materials or workmanship ceases upon the expiration of the Warranty Period.**

What Circumstances Does This Limited Warranty Cover

This Limited Warranty only applies to defects in materials and workmanship, mainly in under the following circumstances:

1) Any damage to newly unpacking Products;

2) Damage not caused by human factor during the Warranty Period.

What Is Not Covered by This Limited Warranty?

This Limited Warranty does not cover:

1) to Products purchased from an unauthorized distributors and/or resellers;

2) to Products exceed the Warranty Period;

3) to damage caused by improper storage, operation or any other human factor, such as collision, fire or water contact;

4) Products that are operated in combination with peripheral or ancillary equipment such as but not limited to batteries, chargers, adapters, connector cables, and power supplies ("Ancillary Equipment") not furnished or otherwise certified by Yealink for use with the Yealink Products or any damage to the Yealink Products or ancillary equipment as a result of such use;

5) instances in which someone other than Yealink authorized service providers tests, alters, modifies or services the Products in any way;

6) Products that have (a) serial numbers or date tags that have been removed or altered;

7) consumable spare parts and accessories (unless they are found to be non-functional or broken upon purchase of Product), such as:

a. Connector cables, Adapters, Chargers

b. Eartips, Eartip Kits, Ear Cushions, Ear Loops and Ear Budeez

c. Headbands, Neck straps

d. Pouches

e. Decorative Finishes

f. Enclosures and enclosure parts of plastic parts

g. Customer-replaceable Standard Batteries

How To Obtain Warranty Service

1) If you have any problem with the quality of the Products, please contact local Yealink authorized service provider that you purchased the Products, or you can submit warranty claims on the Yealink official website. We will inform our corresponding local Yealink authorized service provider to contact us at the first time to provide you with product support in your local language and handle the return and replacement service if necessary.

2) When you apply for warranty service, you shall provide: 1) Quality defective Products; 2) the name, company name (where applicable), address, e-mail address and telephone number of the Customer; 3) Quality Problem Description; 4) Proof of purchase clearly indicating PURCHASER's name and address, purchase date, product type, and model number.

What Will Yealink Do to Correct Problems

1) During the Warranty Period Yealink will repair or replace, at its option, the Products that manifest defects in materials or workmanship if you provide notice to Yealink and return the Product to Yealink.

2) Yealink may repair or replace Products under this Limited Warranty (a) with new or reconditioned Products, parts, or components, or (b) with a product similar to an original Product that has been

discontinued, or (c) to refund you according to the price paid for the Products. WHEN A PRODUCT OR PART IS REPLACED, THE REPLACEMENT ITEM BECOMES YOUR PROPERTY AND THE RETURNED PRODUCT OR PART BECOMES THE PROPERTY OF YEALINK.

Limitation of Liability

1) You shall use and take care of this Product according to the product guidelines attached to the Product. FOR PRODUCTS DAMAGED DUE TO FAILURE TO COMPLY WITH INSTRUCTIONS AND STANDARD OPERATION, WARRANTY SERVICES ARE NO LONGER AVAILABLE.

2) THE MAXIMUM LIABILITY OF YEALINK UNDER THIS LIMITED WARRANTY IS EXPRESSLY LIMITED TO THE LESSER OF THE PRICE YOU HAVE PAID FOR THE PRODUCT OR THE COST OF REPAIR OR REPLACEMENT OF THAT PRODUCT OR ANY COMPONENT OR PART THAT MALFUNCTION IN CONDITIONS OF NORMAL USE. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL YEALINK BE LIABLE FOR ANY DAMAGES CAUSED BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO PERFORM, INCLUDING ANY LOST PROFITS OR SAVINGS OR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. YEALINK IS NOT LIABLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY. THIS LIMITATION OF LIABILITY APPLIES WHETHER DAMAGES ARE SOUGHT, OR A CLAIM MADE, UNDER THIS LIMITED WARRANTY OR AS A TORT CLAIM (INCLUDING NEGLIGENCE AND STRICT PRODUCT LIABILITY), A CONTRACT CLAIM, OR ANY OTHER CLAIM. THIS LIMITATION OF LIABILITY CANNOT BE WAIVED OR AMENDED BY ANY PERSON. THIS LIMITATION OF LIABILITY WILL BE EFFECTIVE EVEN IF YOU HAVE ADVISED YEALINK OR AN AUTHORIZED REPRESENTATIVE OF YEALINK OF THE POSSIBILITY OF ANY SUCH DAMAGES. THIS LIMITATION OF LIABILITY, HOWEVER, WILL NOT APPLY TO CLAIMS FOR PERSONAL INJURY. YEALINK DISCLAIMS ALL IMPLIED WARRANTIES OR CONDITIONS, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. The Products should be returned in their original packing wherever possible or in packing providing equivalent protection. YOU ARE RESPONSIBLE FOR SHIPPING CHARGES, INSURANCE, AND OTHER TRANSPORTATION-RELATED EXPENSES INCURRED WHEN RETURNING PRODUCTS TO YEALINK. If you return out-of-warranty Products or Products not covered under the Limited Warranty Terms and Conditions, you will be responsible for all return-shipping and other transportation-related expenses**.** IF THE PRODUCTS ARE LOST OR DAMAGED DURING RETURN, THE CLAIM SHALL BE MADE DIRECTLY TO THE CARRIER AND IT SHALL BE DEEMED AS THE RESPONSIBILITY OF THE CARRIER.

What Law Governs This Warranty

1) This limited warranty is governed by and construed under the laws of the country in which the Product was originally purchased. For consumer transactions, the limited warranty terms contained in this statement, except to the extent lawfully permitted, do not exclude, restrict, or modify but are in addition to the mandatory statutory rights applicable to the sale of this Product to you.

2) This limited warranty grants certain legal rights. But you may have other rights based on the different countries/regions. Certain judicial systems do not allow exclusion or limitation of incidental or consequential damage or implied warranty, and, therefore, the preceding exclusivity provision may not apply. This limited warranty does not affect legal rights that may be available under applicable national or regional law.

What Other Legal Rights May Exist

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE OR FROM COUNTRY TO COUNTRY. SOME STATES AND COUNTRIES DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. YOU ARE ADVISED TO CONSULT APPLICABLE STATE OR COUNTRY LAWS FOR A FULL DETERMINATION OF YOUR RIGHTS.

Notice

1) In the event of a product failure, you can find more help on the Yealink Support pages of documents, videos, FAQs, forums, Tickets, and so on, starting with a local troubleshooter.

2)The warranty terms, service availability, and service response times may vary from country or region to country or region. Standard warranty service response time is subject to change due to local parts availability. Contact the Yealink authorized service provider in your region for details.

How to apply the headset RMA

Headset Warranty Service Website: https://ticket.yealink.com/portal/warranty/headset-warranty

[Issue Description]

If the headset product is faulty, please click the "Warranty Service" module to submit the RMA application.

[Resolution]

For End User:

1. Log in to the Ticket system and go to the home page.

2. Select the Warranty Service.

3. Choose the product category as Headset Products.

image.png
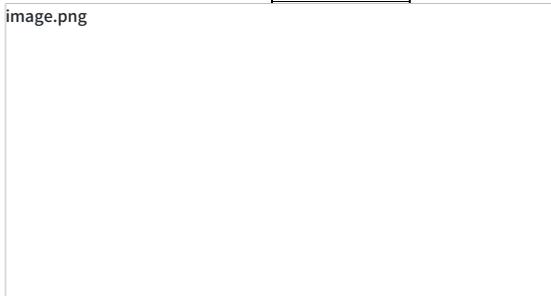
4. Click Register Your Product. And register your product by filling in the product information.

- Serial Number: Enter the Serial Number of the faulty product. (Required fields)

- Proof of Purchase: Import the proof of purchase, like an invoice. (Optional)

- Purchased From: Fill in the purchase channels for the faulty products. (Optional)

5. Click Submit a Claim button and go to submit a claim page.

6. Follow the below tips to describe the faulty.

- Fault Type: According to the faulty of your product choose the corresponding Fault type

- Fault Phenomenon: Choose the corresponding fault phenomenon

- Test Result: The Ticket system will give the ways of Troubleshooting, please try to follow the each of ways given to check and check off the ways you have tried.

- Proof of Fault: If possible, please upload the file to show the issue phenomenon well, like pictures, video, etc.

- Description: You could describe more details.

7. Click Submit button to submit the issue.
The system will pop up below window to ask you to fill in the shipping address.

8. Fill in the address information and click Apply button to create the new RMA ticket.

[More Information]

Here is the link to Yealink Business Headset Limited Warranty .
If there are any questions about it, please kindly refer to it.

[Product model]

UH series, BH series, WH series, YHS series, Speakerphone CP700/CP900

[Firmware version]

All

Whitepaper

Deployment and Density Whitepaper

Introduction

If many wireless headsets are used simultaneously, such as in call centers and centralized office scenarios, users may experience less-than-optimal audio quality due to density issues. Moreover, all wireless technologies have a limit on density capacity due to the limit of available radio channels.
At the same time, there are many factors affecting the deployment density, such as building layout and transmit power. Therefore, a good deployment plan is very important.
This guide is suitable for planning the deployment of Yealink DECT headsets using DECT technology.

Reference Value for Deployment Density

Table 1 Yealink WH6X recommended deployment density

Headset model/series	Yealink WH6X Series	Yealink WH6X Series
Frequency	Wideband	Super Wideband
EU	200 number of active users	NA
US	100 number of active users	NA
Japan	85 number of active users	NA

> ⓘ **NOTE**
> Although Yealink WH6X headsets use narrowband for audio calls, they can actually achieve wideband voice quality.

The above data is measured in a 16m*150m indoor environment with no interference, no obstruction, and a short-distance configuration. There are many factors affecting the deployment density, please refer to Considerations for Deployment Planning.

Considerations for Deployment Planning

Deployment Area

The primary factor for a good deployment plan is to decide on an area to deploy headsets. The DECT equipment has an indoor signal range of up to 150 meters. If the office area exceeds this range, a special deployment plan is required.
The office layout will have an impact on the deployment density. It is clear that concrete walls, glass doors, metal doors, etc. have obvious blocking effects on DECT signals. In a single use scenario, more blocks bring smaller movable range when users are wearing a headsets. However, as the range of DECT signal becomes smaller, the total number of headsets that can be deployed in the given area increases. Therefore, a heavily furnished office can have a positive impact on a density perspective, while a sparsely furnished office can have the opposite effect.

The data listed in **Table 1** should be treated as moderately conservative guidance. In actual use, you need to deploy the headsets according to the actual office conditions.

Table 2 Loss percentage of wireless range

Insertion	Loss (%)
Untreated wood glass	~ 10%
Treated wood	~ 25%
Gypsum board	~ 27% to 41%
Brick wall, 10 to 12 cm	About 44%
Brick wall, 24 cm	About 60%
Gaseous-concrete wall	~ 78%
Wire-reinforced glass wall	~ 84%
Reinforced concrete ceiling	~ 75% to 87%
Metal coated glass	~ 100%

Number of Headsets and Headset Utilization

If the number of headsets in an area does not exceed the limited data listed in **Table 1**, there should be no deployment issues. Otherwise, you need to design a special deployment plan. The number of simultaneous calls also affects the deployment density. DECT uses a part of channel even when there is no call. Headset utilization refers to the amount of time in which the headsets will be utilized – e.g. if users are on a call 100% of the time or 50% of the time. A lack of an available channel - which could happen if there are more calls than the average utilization planned for - will result in of loss of communication between a headset and a base. In DECT, we recommend planning with 100% utilization.

Like DECT phone supporting multi-handsets, Yealink DECT headsets also support multi-headset scenarios, which will occupy the DECT channel. Therefore, if there is a multi-headset or multi-handset call scenario, the deployment density needs to be reduced.

DECT Channel Frequencies

DECT works in the frequency band from 1880MHz to 1930MHz, using GFSK (Gaussian Frequency Shift Keying) modulation method. This frequency band is dedicated, and consequently has a relatively small possibility of interference, comparing with other wireless technologies using open frequency bands, for example, Bluetooth and Wi-Fi. However, radio frequency signals of adjacent frequencies will still affect DECT transmission.

The DECT channel frequencies in each region are as follows:

Table 3 DECT channel frequency table

Freq (MHz)	EU	Taiwan	US	LA	Korea	Brazil	Argentina	Japan	Thailand
1881.792	9	9							
1883.520	8	8							
1885.248	7	7							
1886.976	6	6							
1888.704	5	5							
1890.432	4	4							
1892.160	3	3							
1893.888	2	2							
1895.616	1							4 (F1)	
1897.344	0							3 (F2)	
1899.072								2 (F3)	
1900.800								1 (F4)	
1902.528								0 (F5)	2
1904.256									1
1905.984									0
1907.712									
1909.440									
1911.168					4		9		
1912.896				9	3		8		
1914.624				8	2		7		
1916.352				7	1		6		
1918.080				6	0		5		
1919.808				5			4		
1921.536			4	4			3		
1923.264			3	3			2		
1924.992			2	2			1		
1926.720			1	1			0		
1928.448			0	0					
1787.616					8				
1789.344					7				
1791.072					6				

The number of available DECT channels in different regions is different. Different regions work on slightly different but still exclusive DECT frequency ranges. For example, 10 channels in Europe, 5 channels in North America, and 5 channels in Japan with 2 overlapping with Europe. The more available DECT channels are, the more DECT devices can be accommodated in the same deployment environment.

Not only DECT headsets will occupy the DECT channel, but also other DECT devices, for example, DECT phones or repeaters. Therefore, when deploying headsets, you need to consider whether there are other DECT devices in the office area and reduce the deployment density as appropriate.

In addition, metal objects can cause radio reflections, negatively impacting headset use. Accordingly, we recommend that you do not deploy headsets near metal walls or on metal shelves. If the table top is metal, we recommend that you place a layer of absorbing material between the base and the table top, for example, foam, plastic, or leather.

Device Transmit Power

Greater transmit power of the DECT device poses greater interference to surrounding devices. Therefore, reducing the transmit power can significantly increase the deployment density while restrict the movement of the user during a call.

In a general office, the average distance between the headset and the base is typically less than 2 m / 7 ft, which can meet the use scenario even the transmit power is the smallest. The corresponding headset wireless range configuration can be set as "Short" (10 m / 30 ft).

Short and medium wireless range settings can increase the number of units deployed in an office, but reduce the wireless range of the headsets, and thereby restrict the movement of the

user during a call. If the user needs to leave the seat frequently, the wireless range configuration cannot be set to "Short". The data listed in **Table 1** is tested under the short-distance configuration. If it cannot be configured for short distance due to the needs of the customer's usage scenario, the deployment density needs to be reduced.

After reducing the transmit power, the anti-interference ability will also be weakened. Therefore, all DECT devices need to be set to "Short" (10 m / 30 ft) or "Medium" (30 m / 100 ft) in a high-density deployment scenario.

Ways to Improve the Density Performance

Wireless Range Configuration

WH6x products have a configuration option called Wireless Range that reduces the range and radio signal strength. For more information, refer to the WH6X user guide .
The "Short" (10 m/30 ft) and "Medium" (30 m/100 ft) wireless range settings will improve the density performance. Note that when this option is used, all headset products in the same area must set in the same way. Otherwise, the interference of other devices may influence the quality of communication.

ECO Mode

When the wireless range is set to "Long" for WH6X headset, the ECO mode feature automatically helps adjust the transmit power of the headset. If you choose to use a short- distance, the transmit power of the headset will be automatically turned down. This will reduce the interference to other devices, thereby increasing the deployment density.

Dock Headset in the Base

When the headset is docked in the base, the transmit power will be automatically reduced, which helps increase the deployment density.

FEC (Forward Error Correction)

WH6X headset adopts FEC technology, which can achieve automatic error correction in the case of slight interference and occasional radio transmission errors, helping increase the deployment density.

Security Whitepaper

1. Overview

With the rapid development of the Internet, DECT wireless technology has been widely used in different fields. While being widely used, enterprises also attach increasing importance to security requirements. Yealink provides users with high-quality business DECT headsets in the field of mixed offices, not only focusing on high-quality audio experience, but also paying attention to the risks brought by DECT in security. Yealink provides reliable headset products for end-users and enterprise users by practicing the best security practices in the DECT industry.
Yealink passed the GB/T 22080-2016/ISO/IEC 27001:2013 safety system certification in July 2022. ISO/IEC 27001 is an international standard for safety best practices accepted by a wide range of users, and the system certification establishes a safety implementation process for the product and means that the company is Continuous investment and optimizing.
The article explains the working principle of DECT security and the security level of DECT to help users and security practitioners understand the security architecture and security solutions of Yealink DECT headset products. The article is mainly divided into the following sections: DECT working principle, DECT secure transmission, and DECT security management. This article is applicable to models: WH62, WH63, WH66, WH67, WH62 Portable, and WH63 Portable.

2. DECT Working Principle

DECT is a wireless communication technology standard that uses the 1.9G wireless frequency band for short-range communication. By following DECT security best practices, the risk of attackers obtaining access to DECT signals for eavesdropping and access control is minimal. DECT needs to perform the following security verification steps during the connection establishment process.

- Pairing: Establish a communication key between the Base and the headphones
- Authentication: Verify the identity through the key of both parties in communication. If the verification fails, communication cannot be established
- Encryption: Wireless data is encrypted during communication.

3. DECT Security Transmission

The DECT headset series uses a physical pairing method for security. The encryption scheme used between the base and the headset is STEP C, which employs more advanced encryption algorithms and more complex encryption keys than STEP A, resulting in significantly improved security.

3.1 Pairing Security

The Base and the primary headset must be paired through physical contact. The communication during this process is done using a unique Yealink mode, and it is difficult for outsiders to obtain the critical component information of the pairing process.
Base and earphones can be paired through physical contact or by pairing Base and earphones simultaneously to enter pairing mode. The entire pairing process requires confirmation from the main earphone. If the main earphone is not confirmed within 10 seconds, it automatically disconnects and exits pairing mode.

3.2 Authentication Security

After the physical pairing is completed, DECT will confirm the key during the start of the connection. Communication can only proceed if the key authentication is successful. Each time the connection is restarted or reconnected after disconnection, an identity authentication algorithm (DSAA2) is required to establish a secure connection using the AES-128 bit key to ensure that the two primary security keys of the headset and Base are the same. The primary key between each headset and Base is unique, and the keys are not shared between different devices.
The security measures of DECT that check the key include the following process:

· The DECT Base detects whether the headset has been registered by sending a random number.
· The DECT handle calculates the registration request and the random number given by Base through the key and returns the calculated result to Base.
· Base also uses the same algorithm to obtain a calculation result and save it locally in Base.
· The headsets send the calculated sound response back to the Base.
· Base compares the returned results of the local and handle. If the two results are consistent, Base allows the connection to be established.

3.3 Data Encryption

During the call, the wireless signal between the Base and the headset is encrypted using the AES 256 encryption algorithm for control signaling and bidirectional data flow (RTP) to prevent unauthorized users from illegally controlling and eavesdropping. This encryption method is enabled by default, and the primary encryption key is updated every 60 seconds according to the protocol standard during each call to prevent attackers from attempting to obtain the encryption key for media data through brute force cracking.

3.4 Frequency Band Security

In using wireless frequency bands, Yealink products strictly abide by the division of RF frequency bands in various countries and regions and preset the RF frequency bands of the corresponding countries during the shipment process. Frequent bands conform to the standard specifications of different countries and can further improve the anti-interference performance of Yealink wireless devices.

Frequency Band National Version
1880 – 1900 MHz Europe
1786 – 1792 MHz Korea
1893 – 1906 MHz Japan
1910 – 1920 MHz Brazil
1920 – 1930 MHz USA
1900 - 1910MHz Thailand

3.5 Risk Analysis and Assessment

- Eavesdropping
  Attack method: Third-party access through Bluetooth to listen to calls or use interception of wireless signals to parse out the data stream.
  Risks: High security, pairing needs to be actively triggered, requires a physical connection to get the key Low feasibility.
- Third Access Control
  Attack Method: Crack Bluetooth's identity and encrypted information through low-security authentication.
  Risk: High security. Yealink uses Bluetooth version 5.0 or later and completely removes insecure authentication methods.
- Man-in-the-middle attack
  Attack method: Control the device by message interception, tampering and forwarding to other devices.
  Risk: High security, the attacker needs to be close to the attack target in order to implement, beyond the wireless range cannot be implemented. Actually, this type of attack is a low likelihood of implementation.

4. Security Management

4.1 Code Security Standards

Key Management: The core key management adopts a dedicated strategy. Based on the principle of least privilege so ordinary engineers cannot access and obtain the key.
Code management: Yealink has strict coding security requirements inside, and every code update will review the code and perform reliability verification. Device-related code libraries have strict permission management mechanisms and requirements. It is strictly forbidden to upload to public or semi-public services such as Github, Gitee and other public code bases without permission to prevent source code leakage.
Security Environment: Yealink's security team and IT department regularly perform static and dynamic vulnerability scans and penetration tests for both production and internal network environments to ensure that software development, firmware packaging, and device production take place in a secure network environment.

4.2 Security Emergency Response

Security has always been a priority for Yealink. Industry security technology is constantly iterating, and Yealink invests high resources every year to upgrade Yealink security level to ensure that the security level matches the current security technology. If you find a possible security issue during the use of Yealink products, you can contact us in Yealink's Security Center or submit your issue through the Ticket system. We will respond and handle the issue in a timely manner.
Security emergency response is divided into four phases: issue collection, vulnerability analysis, vulnerability repair, and tracking and resolution.

- Issue collection: Based on the feedback of security incidents, collect relevant logs and information, and arrange for dedicated personnel to follow up and deal with them.
- Vulnerability analysis: Give priority to judging the risk of vulnerabilities based on the problem, and give priority to providing temporary solutions during the processing phase to avoid the expansion of the impact of the problem.
- Vulnerability repair: analyze the root cause of the problem, trace the cause of the defects in the design, and solve the vulnerability problem from the root cause in a timely manner.
- Tracking and resolution: Check whether all product lines have the same problem, and collect the problems from Yealink's vulnerability database for regular checking.
  Technical support can visit Yealink Support for firmware downloads, product documentation, FAQ, and more. For better service, we recommend that you use the Yealink Ticket system to submit technical questions.

5. Disclaimer

5.1 Declaration

This white paper is for informational purposes only and does not grant any legal rights to any intellectual property in any Yealink product. You may copy and use the contents of this document for your internal use for reference purposes.
Yealink makes no express, implied or statutory warranties with respect to the information in this white paper. For more information about Yealink's BH7X series of headsets, you can visit Yealink's official website, and for more security-related information you can visit Yealink SECURITY & COMPLIANCE.
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Video Center

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WH6X Series Unboxing

Yealink WH62 Unboxing

Yealink WH63 Unboxing

Yealink WH66 Unboxing

Yealink WH67 Unboxing

How to Connect a Third-Party Phone & Yealink WH62&WH63 via EHS61 Adapter

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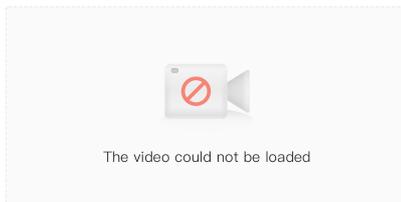
WH6X Series Connecting

How to Connect Yealink WH66&WH67 to Your PC or Desk Phone? This video explains how to connect the Yealink WH66&WH67 headset with your computer or desk phone.

How to Connect Yealink WH66&WH67 to Your PC?

In this video, we explain how to connect the Yealink WH66&WH67 headset with your computer.

How to Connect Yealink WH66&WH67 to Your Desk Phone?

In this video, we explain how to connect the Yealink WH66&WH67 headset with your desk phone.

How to Pair Yealink WH66&WH67 with a Mobile Device?

In this video, we explain how to pair the Yealink WH66&WH67 headset with your mobile device.

How to Set Up DECT Wireless Headset with Yealink EHS35?

In this video, we explain how to connect the Yealink WH62&WH63 headset with Yealink T3 series phones.

Related Article

Tested IP Phone List

Tested Mobile Phone List

Tested PC List

WH6X Sereis Wearing

Yealink WH63&WH67 - How to Get the Best Fit and Performance?

In this video, we explain how to wear the Yealink WH63&WH67 headset and get the best fit and performance.

Yealink WH62&WH66 - How to Get the Best Fit and Performance?

In this video, we explain how to wear the Yealink WH62&WH66 headset and get the best fit and performance.

WH6X Series Operating Screen

How to Operate on the Yealink WH66&WH67 Screen?

Learn more about how to navigate the basic and advanced menu to adjust key settings on Yealink WH66&WH67.

WH6X Series Managing Calls

Yealink WH62&WH63 - How to Manage Calls?

Learn more about how to manage calls on Yealink WH62&WH63.

Yealink WH66&WH67 - How to Manage Calls?

Learn more about how to manage calls on Yealink WH66&WH67.

How to Use Yealink WH66&WH67 Multi-headset Conference Calls?

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In this video, we explain how to pair multiple headsets to the Yealink WH66&WH67 base.

WH6X Series LED Overview

Yealink WH6X Headset LED Overview.

Learn more about Yealink WH6X headset LED status.

WH6X Sereis Replacing Ear Cushion

Yealink WH62&WH66 - How to Replace the Ear Cushions?

In this video, we explain how to replace a new ear cushion for the Yealink WH62&WH66 headset.

WH6X Updating Firmware

How to Update Yealink WH6X Firmware through Yealink USB Connect?

Yealink

In this video, we explain how to update your Yealink WH6X headset firmware.

Related article
Management Tool--YUC
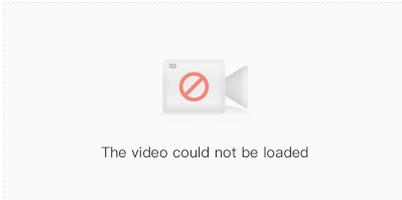
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Better User Experience with EHS60

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Connection Introduction of Third Party IP Phone plus WH6X via EHS60

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Easy Connection with EHS60 adapter

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Highlight Feature with EHS60

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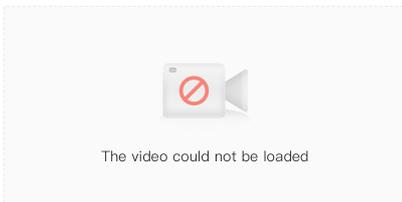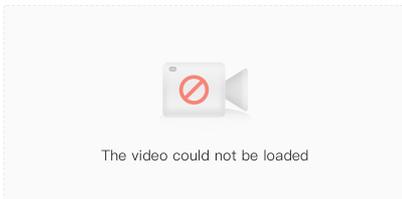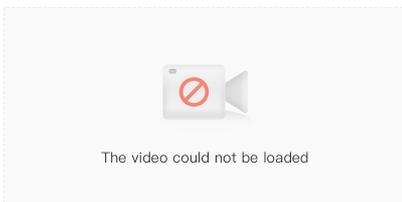
Yealink – YouTube

You could go to Yealink - YouTube and find the videos for different product models, to know well how Yealink product works.
https://www.youtube.com/@Yealinkofficial/search?query=BH

Headset Webinar

How to connect Third party phones with EHS61 adapter

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