Package Contents

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



WHD642 Headset

or



WHM641 Headset



WHB640 Base



USB 2.0 Cable
(USB-A to USB-C)



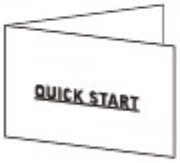
USB 2.0 Cable
(Micro USB to USB-A)



Power Adapter



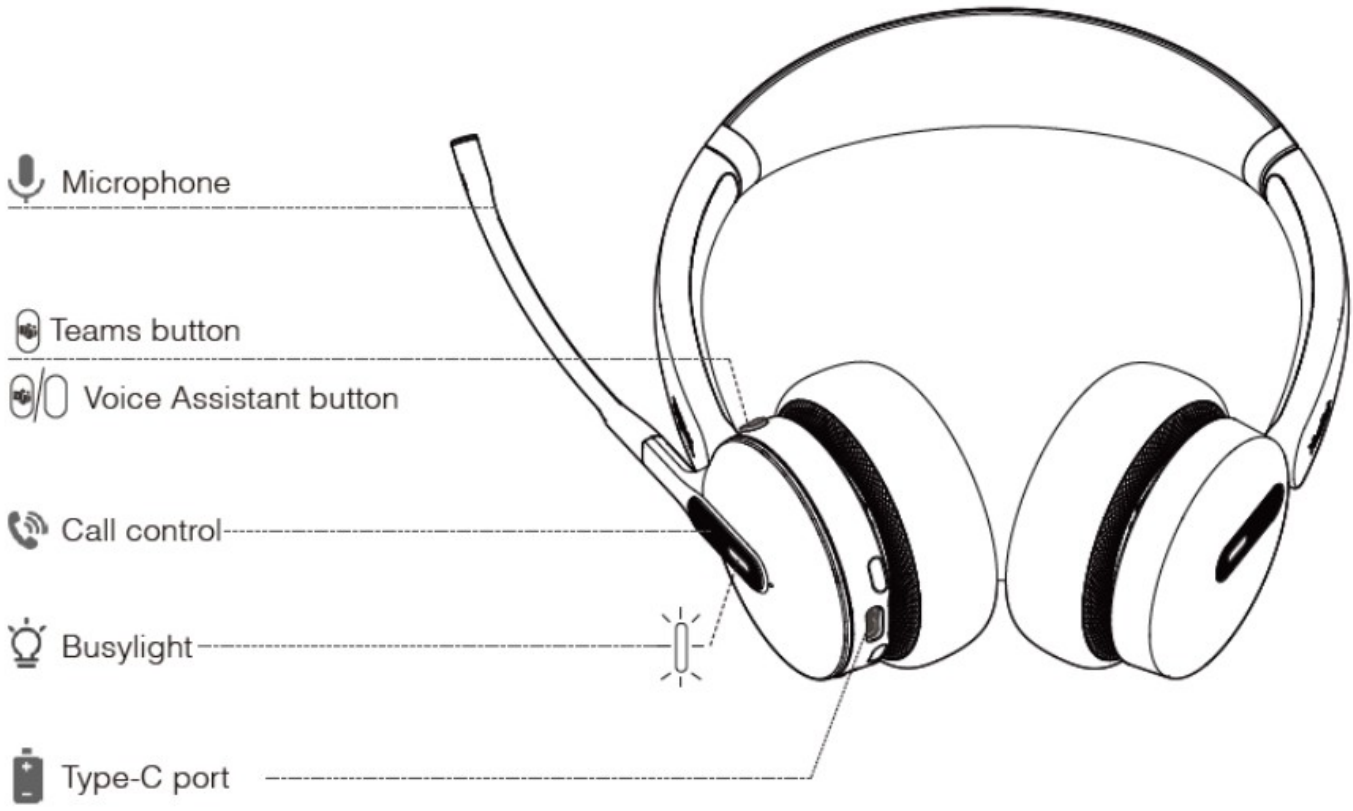
Drawstring Bag

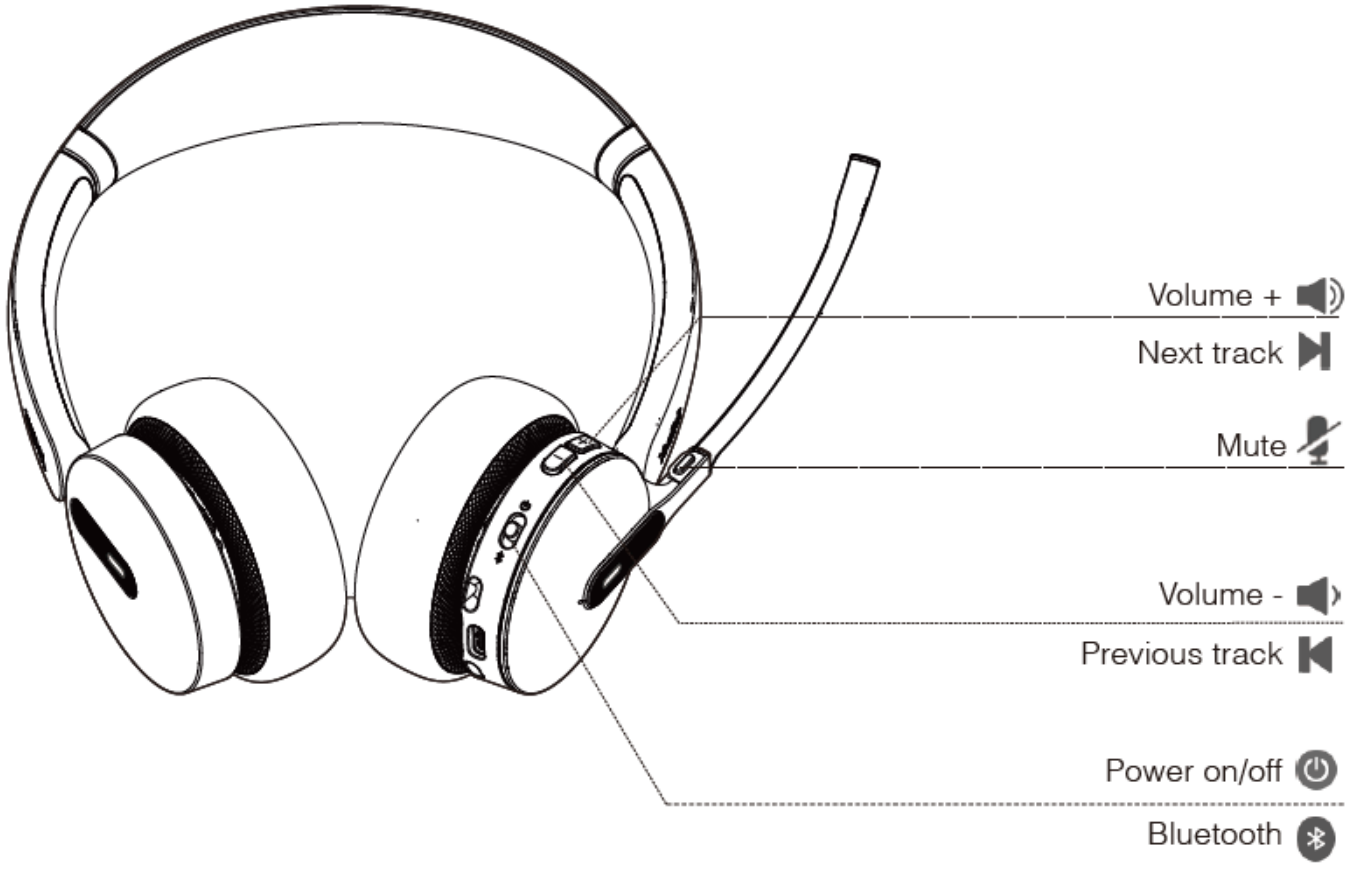


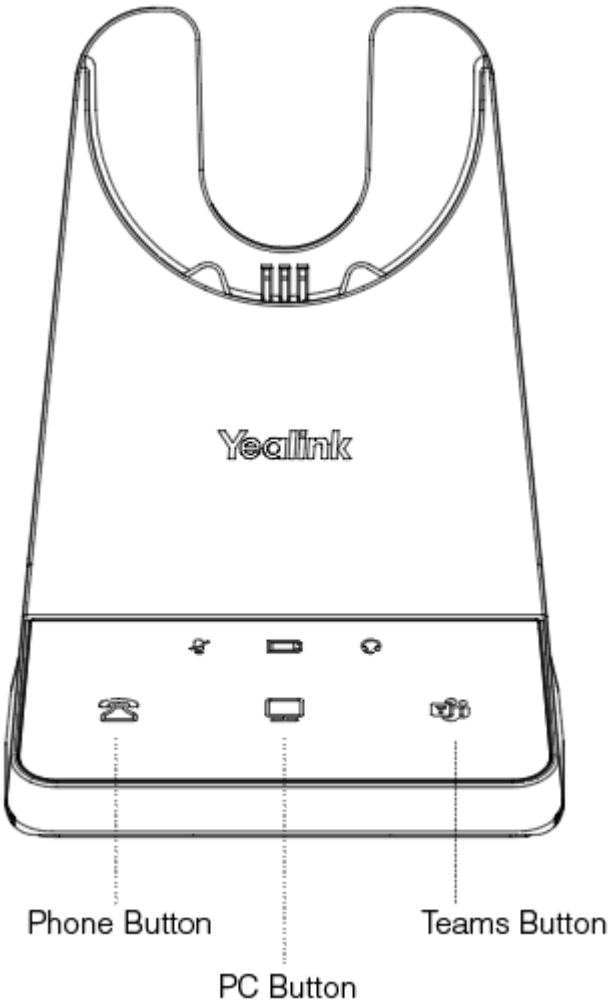
Quick Start Guide

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

Overview

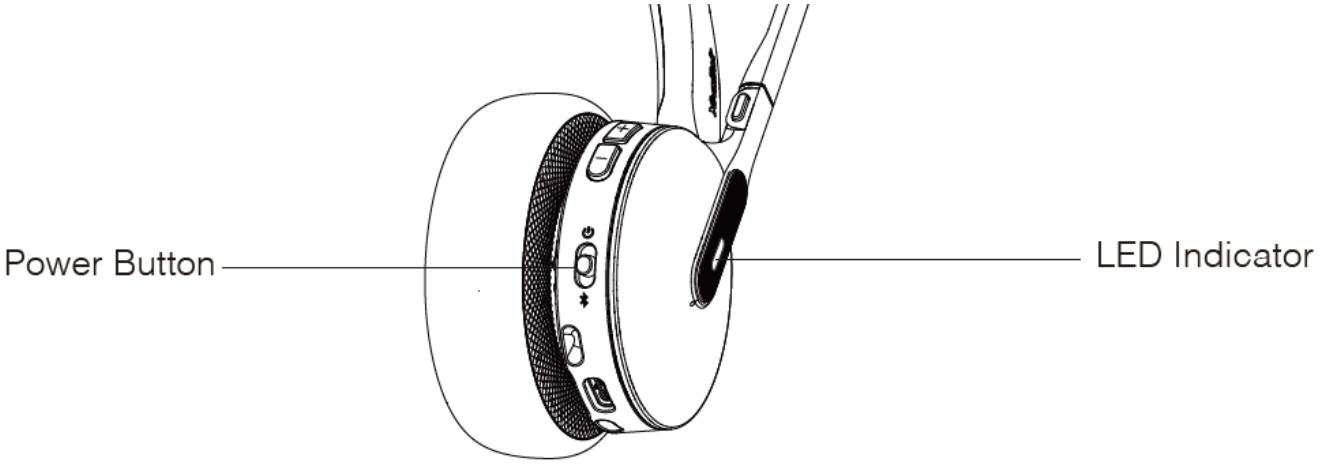

Microphone
Teams button
Voice Assistant button
Call control
Busylight
Type-C port

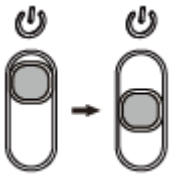
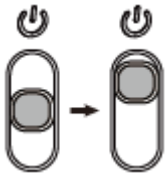

Volume +
Next track
Mute
Volume -
Previous track
Power on/off
Bluetooth


Yealink
Phone Button
PC Button
Teams Button

Power On & Power Off

Power On/Off



Power Button	LED Indicator	Prompt Sound
Power on 	Solid green for 2 seconds	"power on, battery low/medium/high"
Power off 	Solid red for 2 seconds	"power off"

FAQ

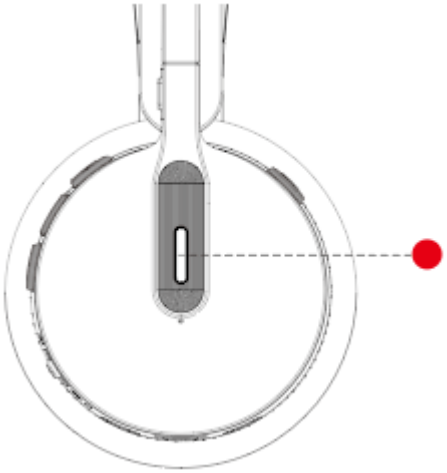
How to wake up the headset when it enters deep sleep?

Do one of the following:

- Push the button to the Bluetooth position for 1 second and let go. The headset can be woken up and reconnected.
- Push the button to the Bluetooth position for 3 seconds and let go. The headset can wake up and enter the pairing mode.

LED Indicator Status

Headset LED Indicator



Basic

LED Indicator	Description
Solid green for 2 seconds	Power on
Solid red for 2 seconds	Power off
Flash red and green alternately	Updating
The light turns red for 2 seconds, and the light turns green for 2 seconds	Factory reset

Pairing & Connection

LED Indicator	Description
Flash red and blue alternately	Pairing
Off	Cancel paring
Flash orange 15s and then turns off	Out of range

Calling

LED Indicator	Description
Flash red	Coming
Flash red 2 times every 1-second interval	Hold call
Solid red	Answer/redial/mute/unmute (during the call) call
Solid red	Off-hook
Flash red 2 times every 1-second interval	Receive a new call when on a call
Solid red	Reject the incoming call and continue the active call

Solid red	Accept the incoming call and put the active call on hold
Solid red	Accept the incoming call and end the active call

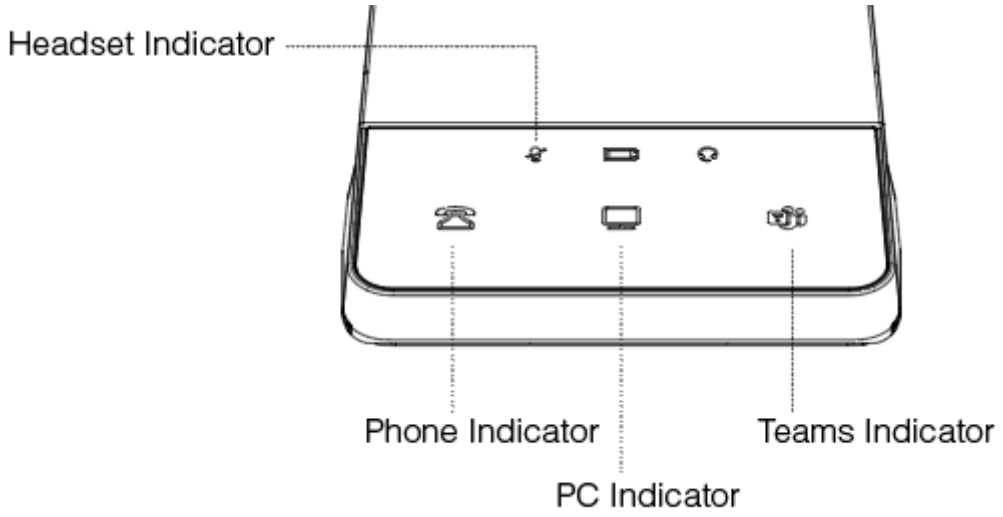
Teams

LED Indicator	Description	Action
Off	Teams off	-
Flash purple for 10s and then turns off	Teams connecting	-
Solid purple for 5 minutes and then turns off	Teams connected	-
Flash purple for 3s and then turns off	Teams reconnect	Press the Teams button
Solid purple	Evoke Teams	Press the Teams button
Breathing purple LED indicator stays on for 5 minutes, then remains purple	Teams notification	-

Charge

LED Indicator	Description
Flash red 3 times per 5 minutes	Extra-low battery (<=5%)
Off	Battery medium (6%-49%)
Off	Battery high (50%-100%)
Breathing green	Charing
Solid green	Fully charged

Base LED Indicator



Charge

LED Indicator	Description
Flash red	Extra-low battery (<=5%)
Solid orange	Battery medium (6%-49%)
Solid green	Battery high (50%-100%)
Flash green	Charing
Solid green	Fully charged

Basic

LED Indicator	Description
The PC/Phone indicator turns white, and the Teams indicator turns purple for 2S and then turns off	Power on
Off	Power off
The PC indicator flashes alternately white and green	Updating
The headset icon flashes orange, then all LED indicators display the startup effect	Factory reset

Pairing & Connection

LED Indicator	Description
The headset icon turns solid green	The headset is placed on the Base
The headset icon on the base is flashing an orange light	Out of range
The PC/Phone indicator turns solid white	Connect to PC/Phone

Calling

LED Indicator	Description
The Phone/PC indicator turns flashing green	Coming
The Phone/PC indicator turns solid white	Reject call
The mute icon turns red	Mute call
The Phone/PC indicator turns solid green	Answer/redial/call
The Phone/PC indicator turns solid green	Off-hook
The Phone/PC indicator changes from flashing green to solid green	Receive a new call when on a call
The Phone/PC indicator changes from flashing green	Reject the incoming call and continue the

to solid green	active call
The Phone/PC indicator changes from flashing green to solid green	Accept the incoming call and put the active call on hold
The Phone/PC indicator changes from flashing green to solid green	Accept the incoming call and end the active call

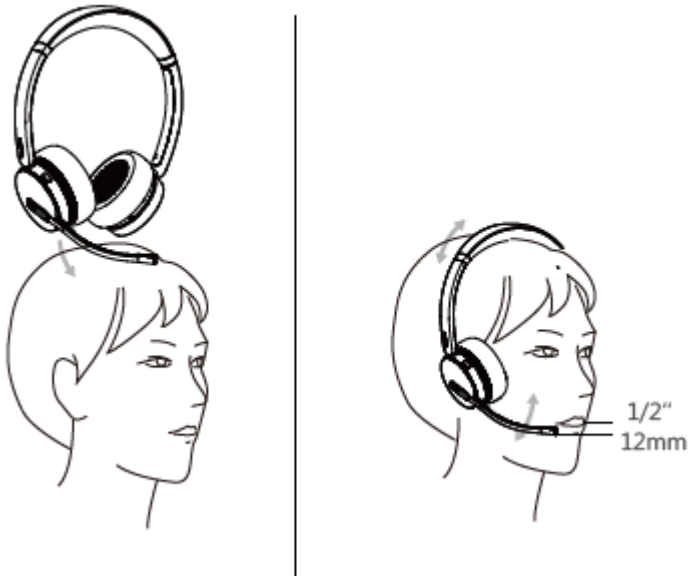
Teams

LED Indicator	Description	Action
Off	Teams off	-
Flash purple for 10s and then turns off	Teams connecting	-
Solid purple	Teams connected	-
Flash purple for 3s and then turns off	Teams reconnect	Press the Teams button
Solid purple	Evoke Teams	Press the Teams button
Solid breathing purple for 5 minutes and then turns off	Teams notification	-

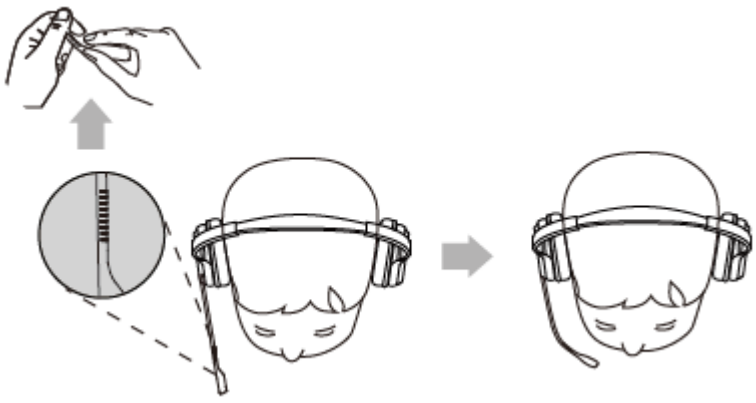
Fit Headset

Fit Headset

1. The WH64 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.



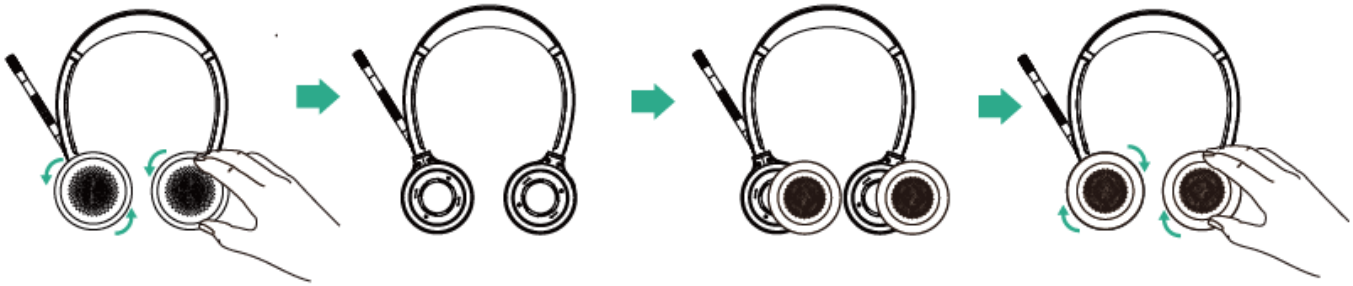
FAQ

How to clean my headset?

If the headset or base becomes dirty, we recommend that you clean them with a soft, lint-free cloth that has been dampened with clean water.

Replace Ear Cushions

You can replace the WH64 ear cushion by yourself.



Charge

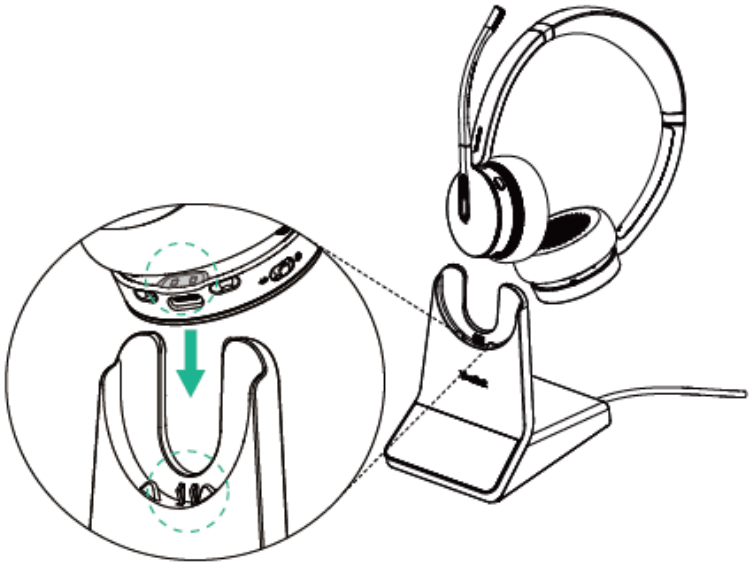
Charge Headset

The headset can be charged using the optional charging stand or via a USB charging cable plugged directly into the headset.

USB Charging



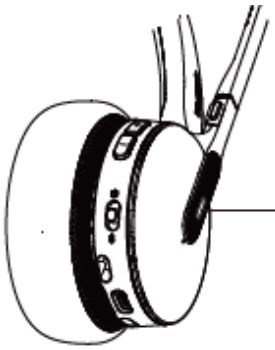
Charging Stand



- We recommend fully charging the headset when using it for the first time.
- It takes 1.5 hours to fully charge the headset.

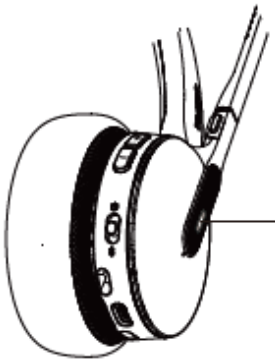
LED Indicator

Charging



Breathing green LED indicator

Fully Charged

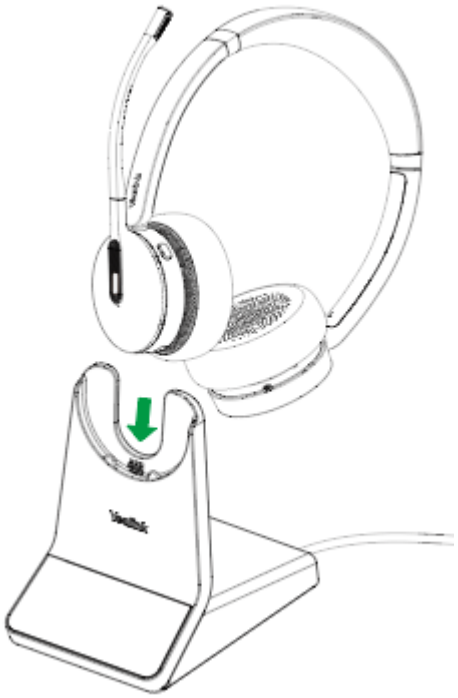


Solid green LED indicator

Pair the WH64 Headset with the Base

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.



Before You Begin

Please dock the headset to the base to charge for at least 90 minutes 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.
4. The headset is successfully paired with the base. The LED on the headset turns blue for 5 seconds and then indicates the charging status.

- After the headset is paired, it will stay paired even if you undock it.
- One headset can only be connected to one base.
- A headset can only pair with one Bluetooth device at a time.
- One headset can save the pairing information of 8 Bluetooth devices connected recently.

FAQ

How many WH64 headsets can connect to the base simultaneously?

One base can connect up to two headsets.

How to change the headset to another base?

1. Put the headset on another base. (Ensure another base is not connected to two headsets at that time).
2. Wait for 5~10 seconds and connect successfully.

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

Yes.

If the headset and the base are paired, the headset remains 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.

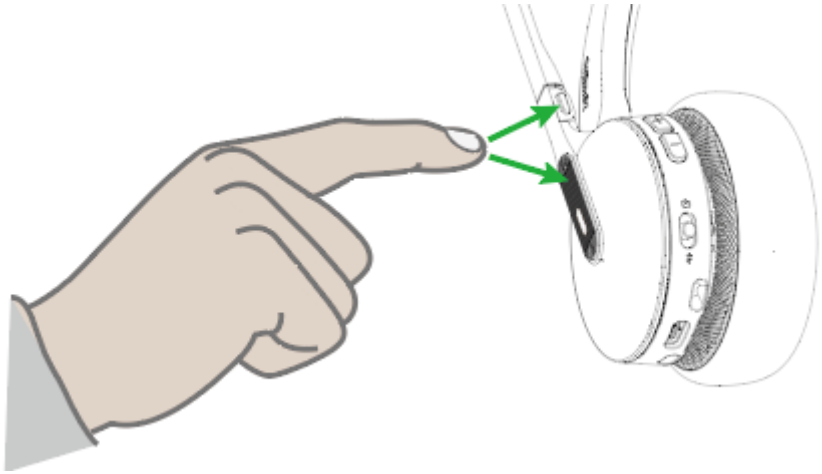
Unpair the WH64 Headset with the Base

Before You Begin

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

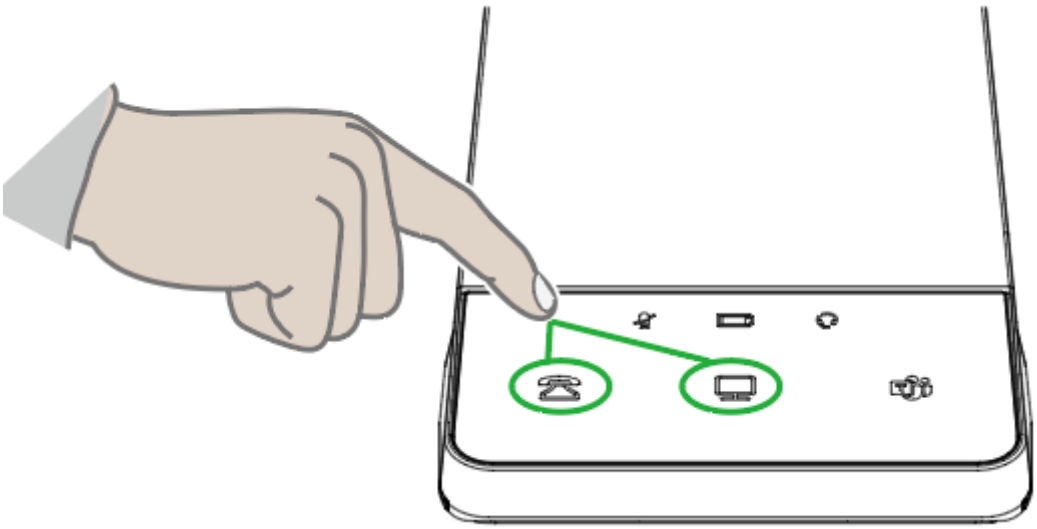
For the Headset

Press the **Mute** and **Call Control** buttons for 3 seconds until the indicator turns solid red for 2 seconds, and turns solid green for 2 seconds.



For the Base

Press the and buttons for 6 seconds until the buttons flashes orange.



FAQ

How to clear the pairing between the WH64 Base and the headset?

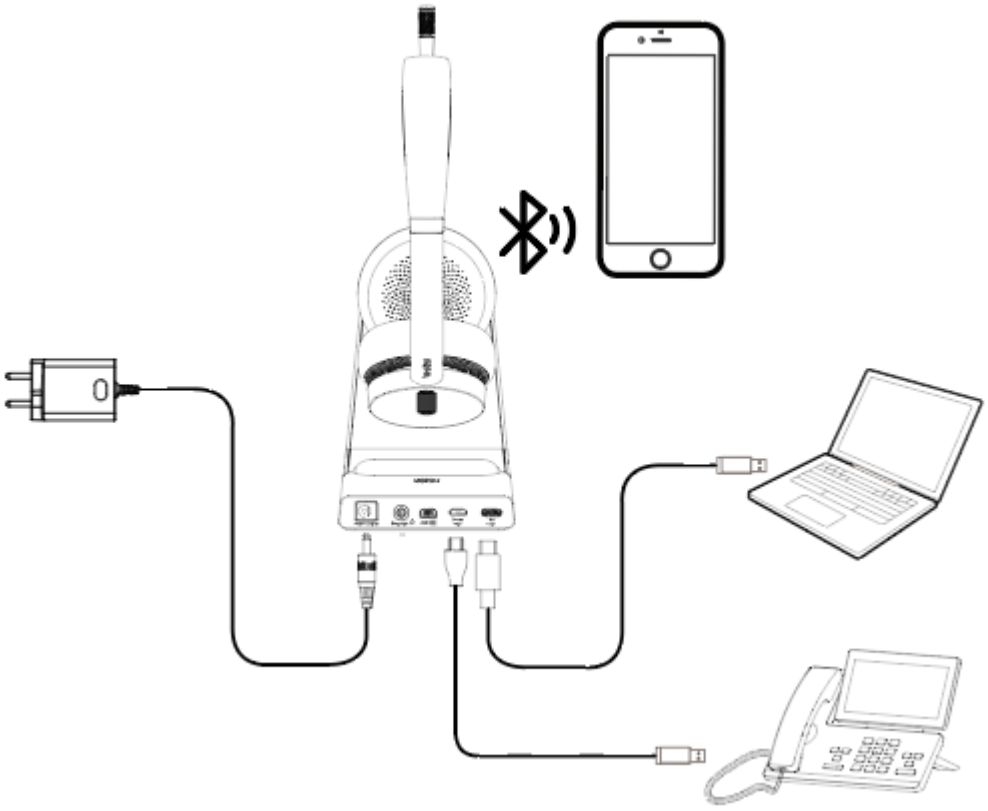
Resetting the Base Station to the factory setting can clear the previous pairing with an original headset.

Connect to PC & Desk Phone & Mobile

This connection is suitable for office work.

1. Connect the Base to the PC and desk phone via USB cable.

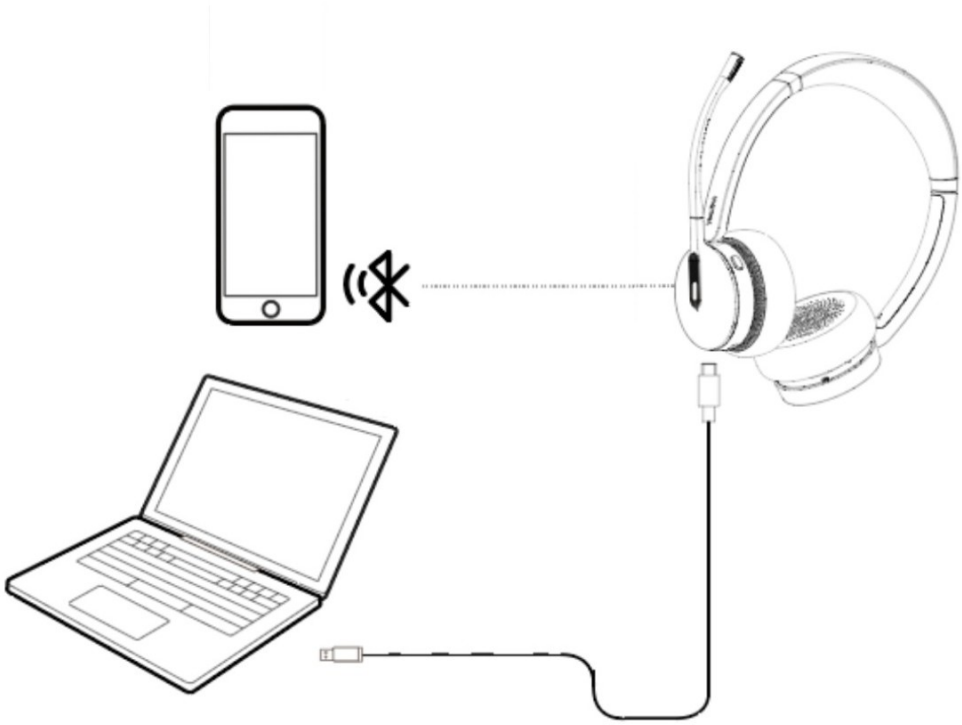
2. Connect the headset to the mobile via Bluetooth.



Connect to PC & Mobile

This connection is suitable for mobile work.

1. Connect the headset to the mobile via Bluetooth.
2. Connect the headset to the PC via the USB cable.



Connect to Desk Phone via EHS62

You can connect the WH64 to Yealink, Cisco, Avaya, Poly, Grandstream, Franvil, and Snom phones.

For more information, please refer to Yealink EHS62 for WH64.

Connect to Desk Phone via Telephone Cable

You can connect the WH64 to Yealink, Cisco, Avaya, Poly, Grandstream, Franvil, and Snom phones.

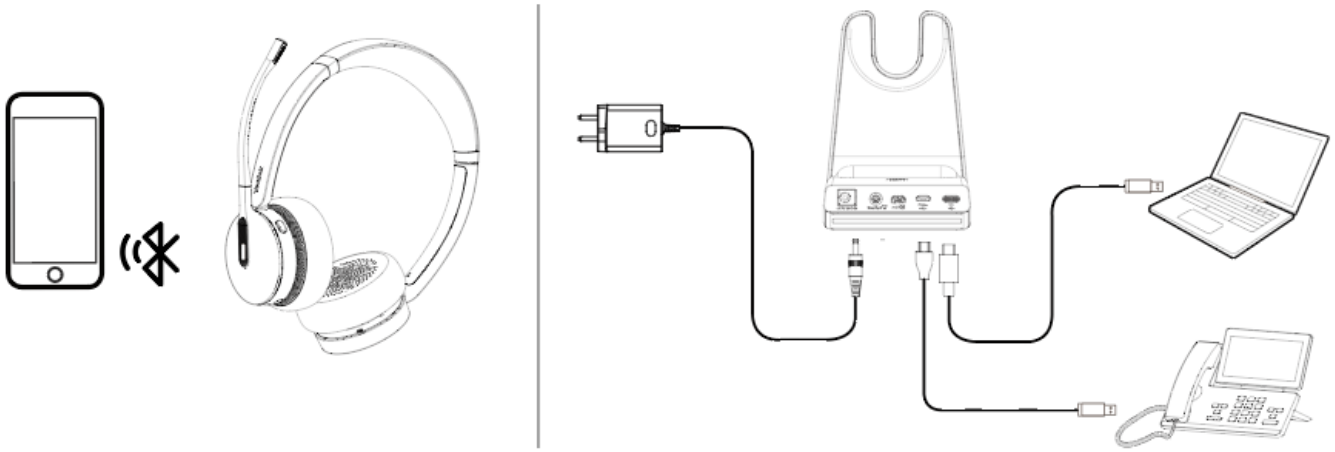
For more information, please refer to Yealink Telephone cable for WH63 E2/WH64/WH68 Series.

Connect to PC & Desk Phone or Mobile

This connectivity is suitable for mobile and office work.

1. Connect the Base to the PC and desk phone via USB cable.

2. Connect the headset to the mobile via Bluetooth.



Auto Switching-Pair WH64 Headset with Base and WDD60

You can pair the WH64 headset with both the Base and the WDD60 simultaneously, enabling seamless switching between the two to meet various office needs.

- The headset cannot enter pairing mode while in call mode.

Pair with Base

For detailed information, refer to Pairing by Docking to the Base.

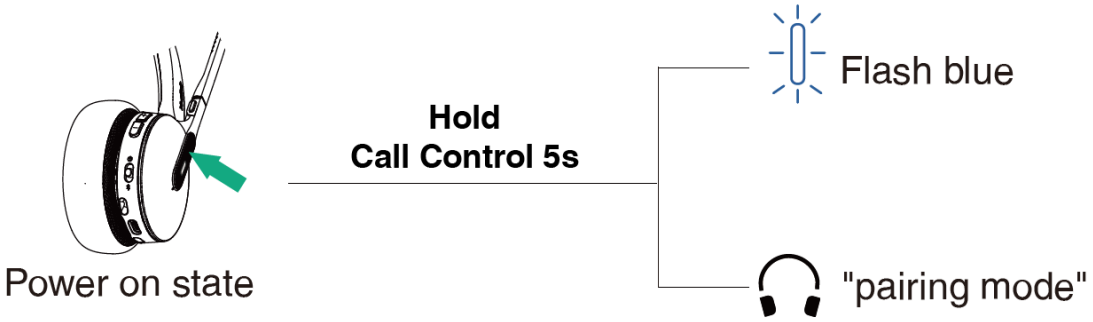
- 1. If the Base is already connected to the primary headset, the headset will register as an additional headset at this time.
  2. If the headset already has a pairing record with a Base (regardless of whether it is currently connected to the Base), it will clear the current pairing record and connect to a new Base.
  3. If the Base is already connected to one primary and one additional headset, a new headset cannot replace the existing ones for registration. One of the connected headsets needs to be turned off or disconnected.

Pair with WDD60

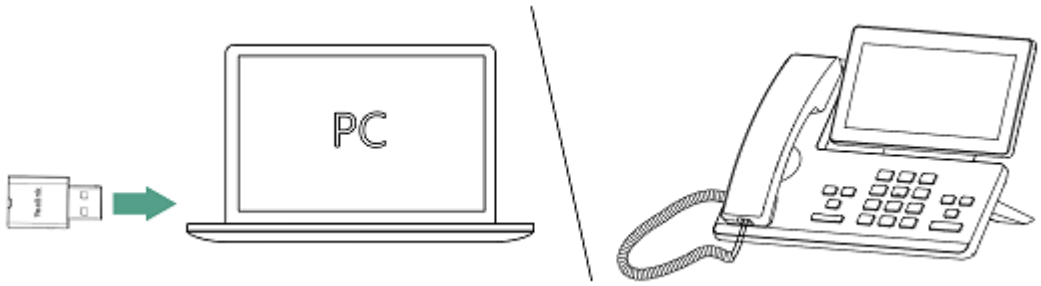
- If the WDD60 was purchased separately for your WH64, you will need to pair the WDD60 with the headset before use.

Power on the headset first, then follow the steps below to put the headset into DECT pairing mode for pairing with the WDD60.

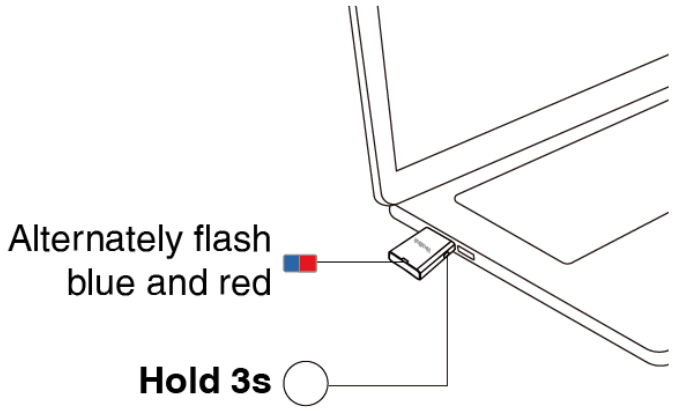
1. Set the power switch to the middle position to turn on the headset. Then press and hold the **Call Control** button for about 5 seconds until the LED flashes blue and you hear the voice prompt **Pairing mode.** The headset is now in DECT pairing mode.



2. Connect the WDD60 to a PC or desk phone and put the WDD60 into pairing mode.

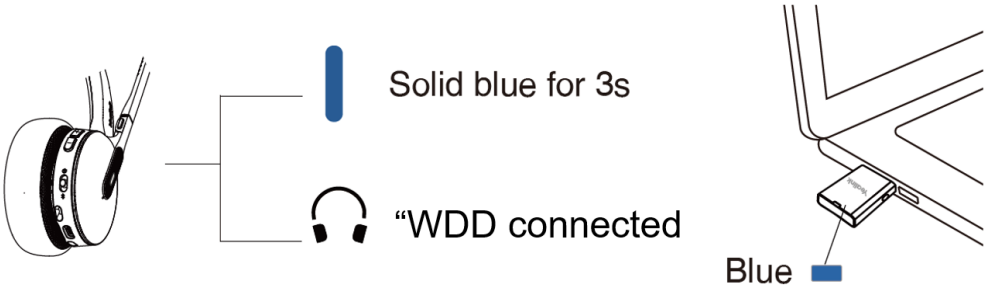


3. Activate pairing mode on the WDD60 by holding down the button for 3 seconds. The LED indicator will then flash blue and red alternately.



4. Once pairing is successful, the WDD60 LED indicator turns solid blue for 3 seconds, and you will hear the voice prompt **WDD connected** from the headset.

> For headsets running firmware versions earlier than V30, the voice prompt may be **Base connected** instead of **WDD connected.**



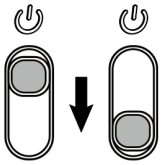
Reconnection

Automatic Reconnection

The scenarios for automatic reconnection include abnormal disconnection due to long distance and power loss of the Base/Dongle.

Headset Power On/Button Reconnection

To reconnect, slide the power button to the Bluetooth position and release it.



Switching between the Base and WDD60

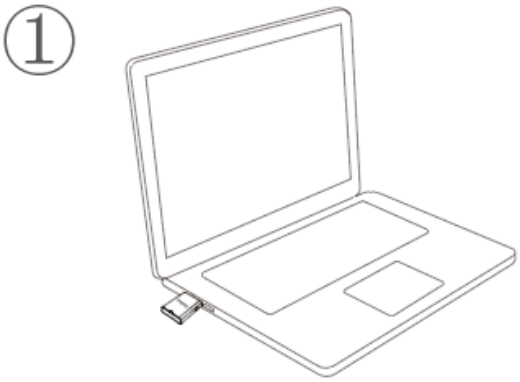
Scenario 1: When using Base in the company

- When you are connected to the WDD60 at home and want to switch to the Base, dock it to the Base to connect immediately and disconnect from the WDD60.



Scenario 2: When using WDD60 at home

- When you are connected to the Base in the office and want to switch to the WDD60, turn off the Base and slide the power button to the Bluetooth position to reconnect.

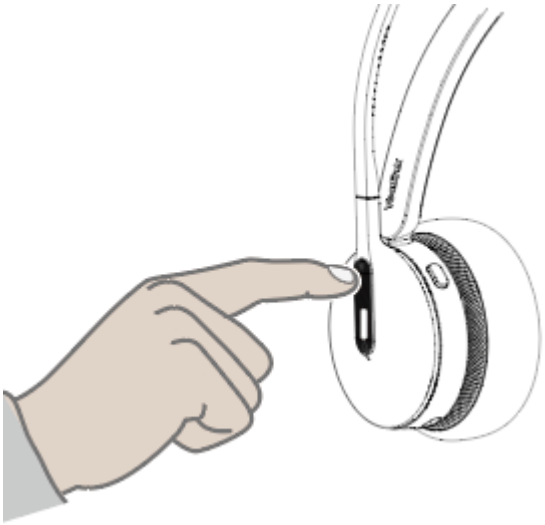




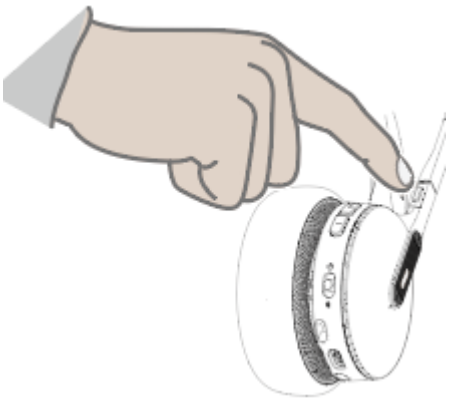
Basic Call Control

Headset/Base Usage

For the Headset



Function	Action
Answer call	Press the **Call Control** button or undock the headset (determined by the value of "Auto Answer when undocked").
End call	Press the **Call Control** button or dock the headset. When the headset disconnects from the base for 1 minute during a call, the call will automatically hang up.
Reject call	Double-press the **Call Control** button.
Redial	Double-press the **Call Control** button.
Hold/ resume call	Hold the **Call Control** button for 2 seconds.
Mute/ Unmute	Press the **Mute** button.



For the Base

- When connecting to the desk phone.

Function	Action
End the current call and answer the incoming call	Tap .
Reject the incoming call while on a current call	Double-tap .

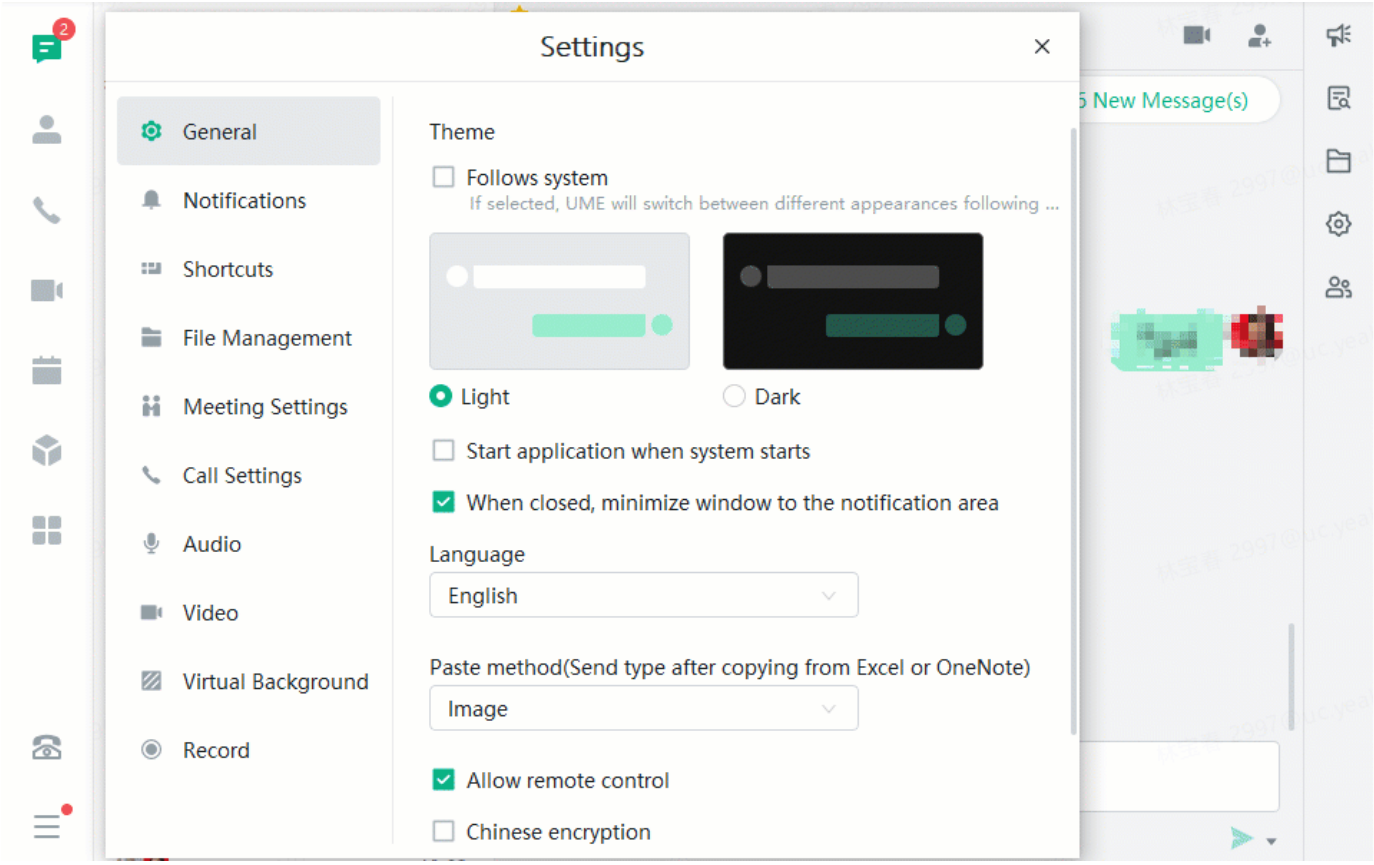
- When connecting to the PC.

Function	Action
End the current call and answer the incoming call	Tap .
Reject the incoming call while on a current call	Double-tap .

FAQ

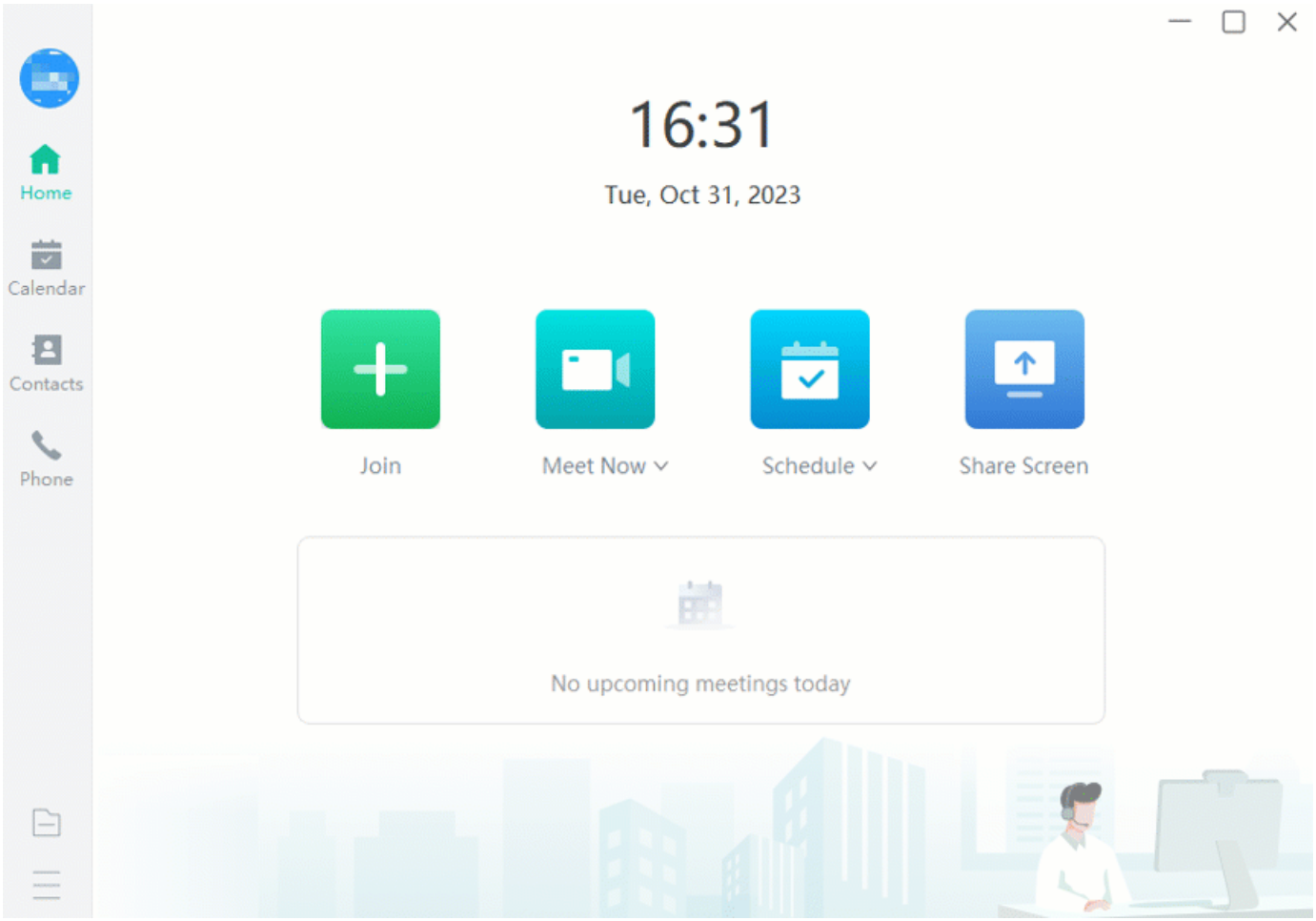
How do I set up my Yealink headset to work with Yealink UME?

1. Run the **Yealink UME** application.
2. Click on the Yealink UME window.
3. Go to **Audio**.
4. Select the **Yealink WH6X** device in the **Speaker** and **Microphone** settings.



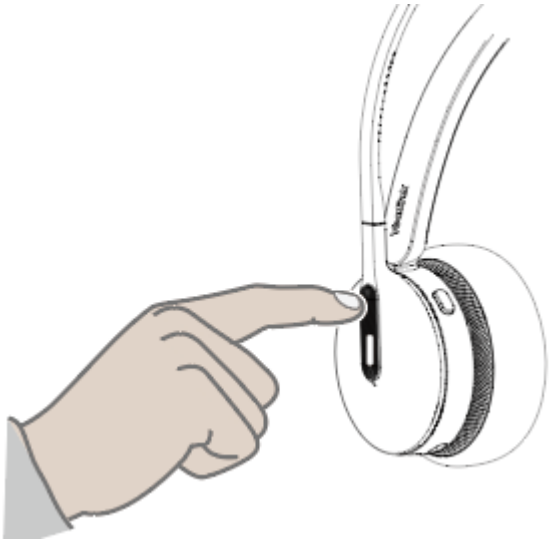
How do I set up my Yealink headset to work with the Yealink Meeting?

1. Run the **Yealink Meeting** application.
2. Click ☰ on the Yealink Meeting window and select **Settings**.
3. Go to **Audio**.
4. Select the **Yealink WH6X** device in the **Speaker** and **Microphone** settings.


Home
Calendar
Contacts
Phone
16:31
Tue, Oct 31, 2023
Join
Meet Now
Schedule
Share Screen
No upcoming meetings today

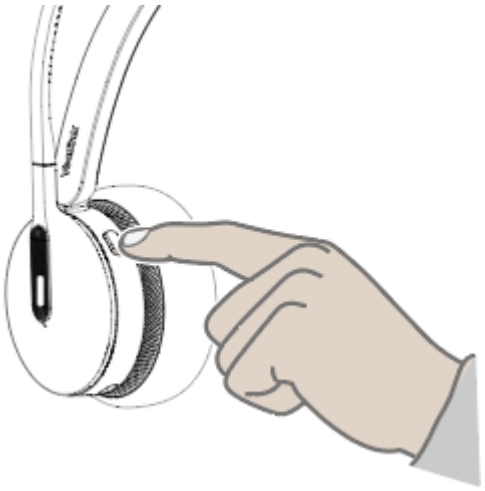
Handle Multiple Calls

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



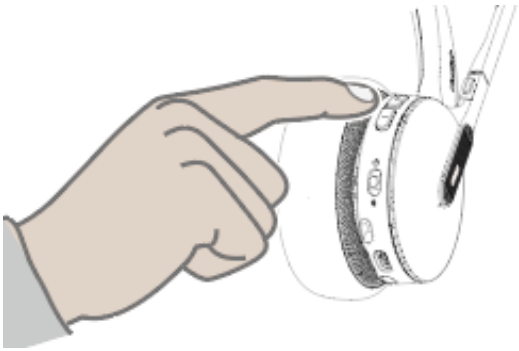
Function	Action
End the current call and answer the incoming call	Press the **Call Control** button.
Hold the current call and answer the incoming call	Press and hold the **Call Control** button for 2 seconds.
Switch between held call and active call	Press and hold the **Call Control** button for 2 seconds.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

Voice Assistants



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

Adjust Volume



Function	Action
Volume up	Press **+**
Volume down	Press **-**

Multiple Headset Conference Calls-Training Mode

Introduction

You can set up a conference call with the WH64 by pairing an additional headset with the same base.

> Up to four headsets can be registered to one base for conferencing: one primary headset and up to three secondary headsets.

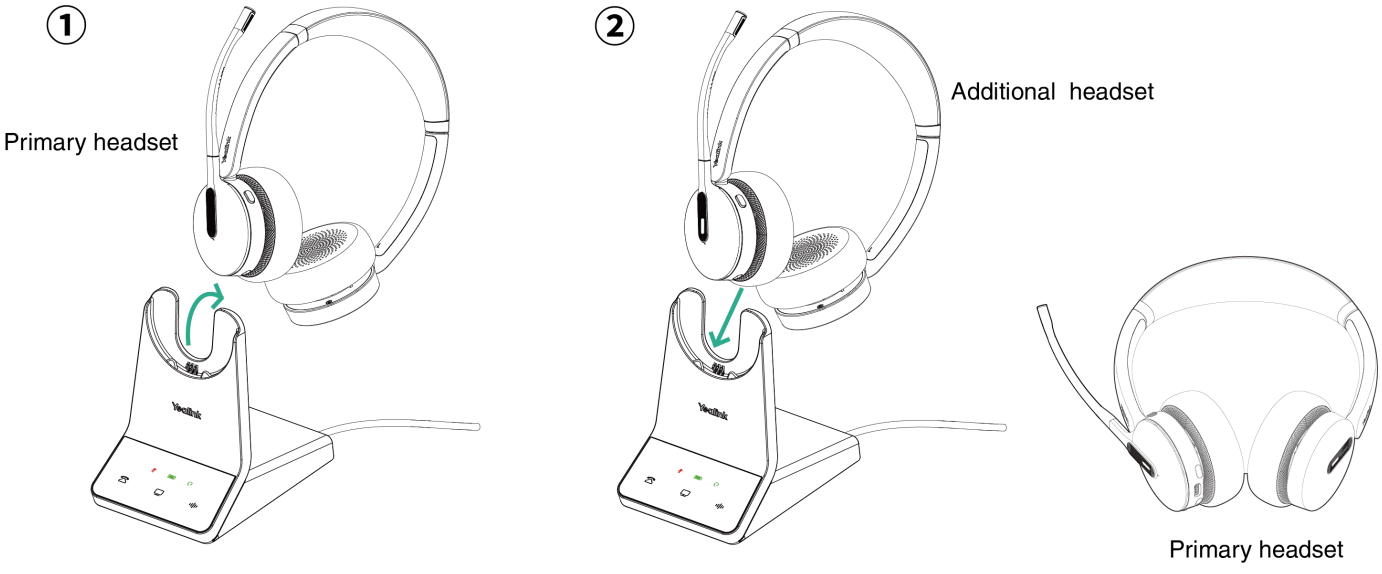
Register Additional Headset

Registeration

Procedure

1. After successfully pairing the primary headset and base, undock the primary headset from the base.
2. Dock an additional headset in the base. It will attempt to pair with the base.
3. A voice prompt will sound in the primary headset. Press the **Call Control** button on the primary headset to add the additional headset to the conference. The primary headset will play the voice prompt **New Headset Joined**. Audio will then be shared between the headsets.

> The primary headset must press the **Call Control** button to confirm within 10 seconds; otherwise, the registration process will end.
> You can also register an additional headset during a call by following the same steps. By default, the additional headset is muted after joining the conference.



Function Synchronization

After the primary and additional headsets are connected, the functions are synchronized.

Volume Adjustment

- When you adjust the volume of the primary earbud, the terminal device will synchronize the volume, but the volume of the secondary earbud will not change.
- When you adjust the volume of the secondary earbud, it will not affect the volume of the primary earbud or the terminal device; it only adjusts the local volume of the secondary earbud.

Music

- After the secondary earbud is registered, when the terminal device plays music, both the primary and secondary earbuds will sound. At this point, the earbuds are in call mode for music playback.
- When the primary earbud is playing music and the secondary earbud joins, the primary earbud will switch from music mode to call mode for music playback.
- When the secondary earbud is deregistered or powered off, the primary earbud continues to play music, switching from call mode back to music mode.

Unregister an Additional Headset

You can unpair the additional headset from the base, whether the headset is idle or in a call.

1. Press the **Call Control** button and the **Volume Up** button until the indicator light on the additional headset flashes orange. After successfully unpairing, the additional headset will give a voice prompt saying "**Base disconnected**.

End or Leave a Conference Call

Do one of the following:

- To end the call for all headsets, press the **Call Control** button on the primary headset, or dock the primary headset in the base.
- In **Permanent Conference Mode**, to remove an additional headset from the conference, dock the additional headset in the primary headset's base (not the additional headset's base).

Conference Mode

Introduction

There are two conference modes: Temporary Conference Mode (Default) and Permanent Conference Mode. The registration status of the additional headset varies depending on the mode.

Temporary Conference Mode (Default)

In a non-call state, register the additional headset:

When there is an incoming/outgoing (DECT call) status, regardless of whether the call is ultimately connected, the additional headsets will be unregistered after the incoming/outgoing call status ends.

- When the additional headset is powered off/disconnected or in other states, the additional headset will not be unregistered.

During a call, register the additional headset:

After ending the call, the headset automatically deregisters.

Permanent Conference Mode

Whether you register the additional headset before or during a call, the registration status will remain until the additional headset automatically disconnects.

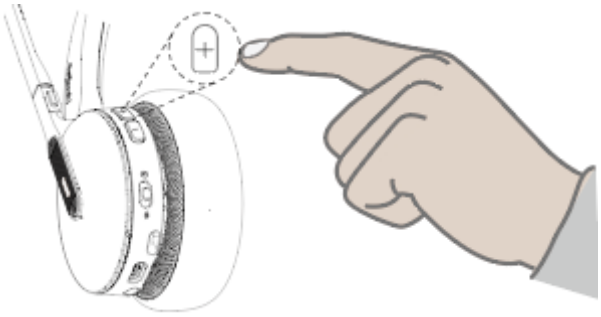
- You can set the mode on Yealink USB Connect.

Media Control

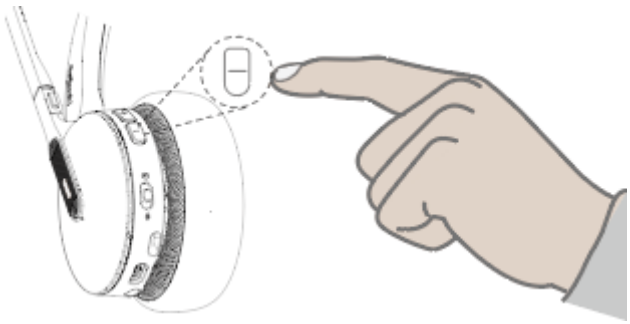
Music control takes effect exclusively when there is a sole Bluetooth connection established.

Adjust Volume

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 the "+" button until the volume reaches the desired level.

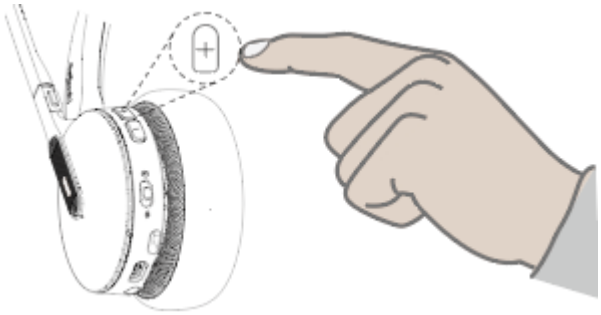


   - Decrease the volume: Press the "-" button until the volume reaches the desired level.

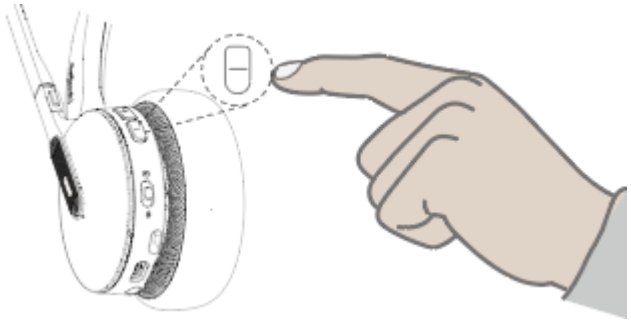


Next/Previous Track

1. Next Track: Press Volume **+** for 2 seconds.



2. Previous track: Press Volume **-** for 2 seconds.



Update Firmware

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.

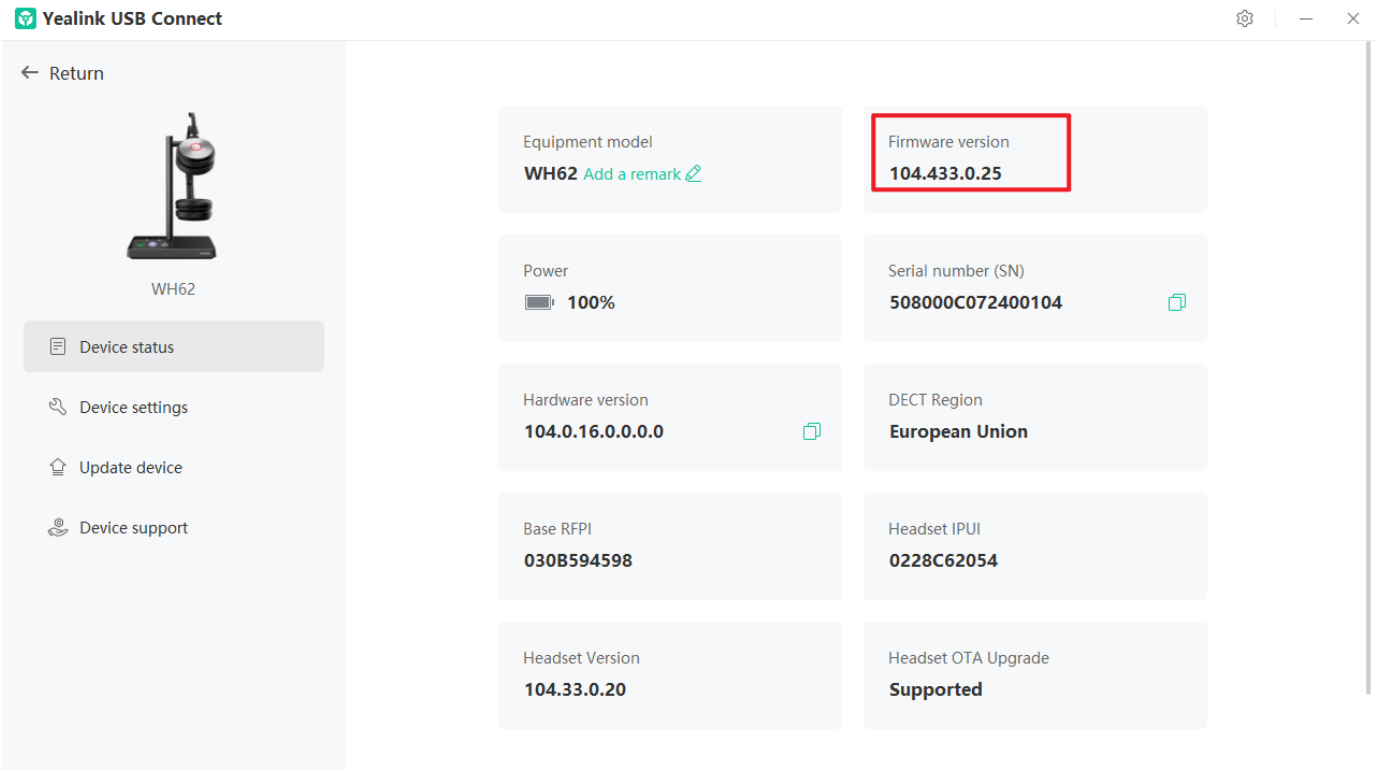
Check Firmware Version

Before You Begin

We recommend you upgrade Yealink USB Connect to the latest version.

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

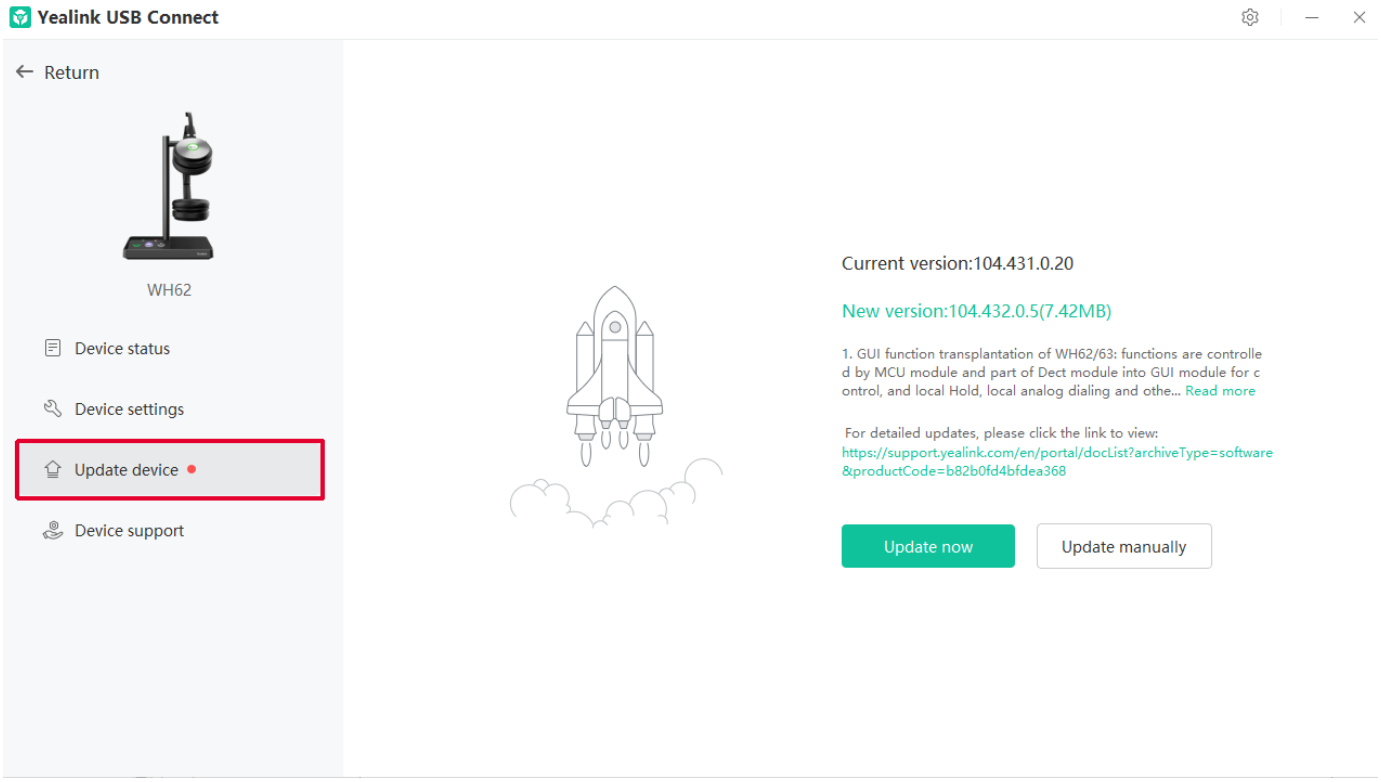
Before you begin

We recommend you upgrade Yealink USB Connect to the latest version.

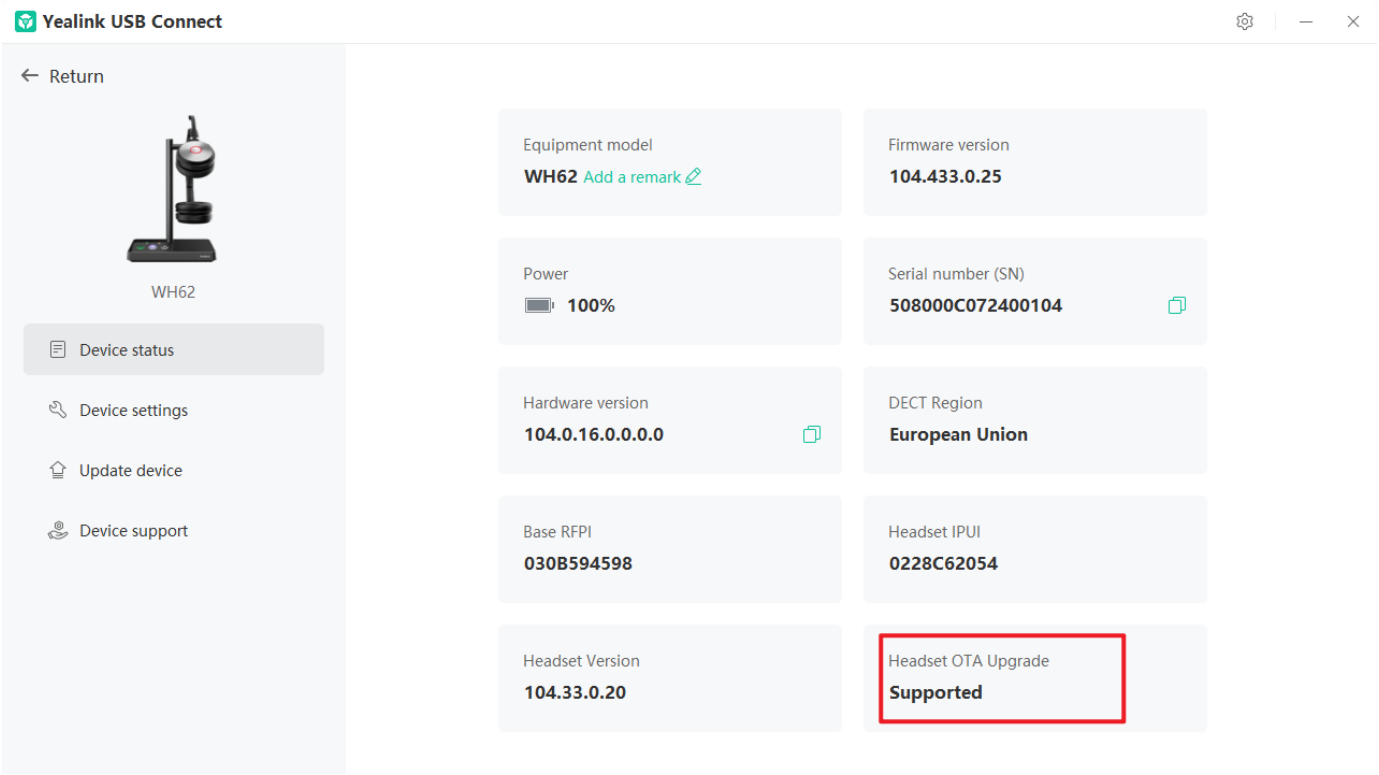
Procedure

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.
5. You need to download the firmware from the product documentation page first.



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.

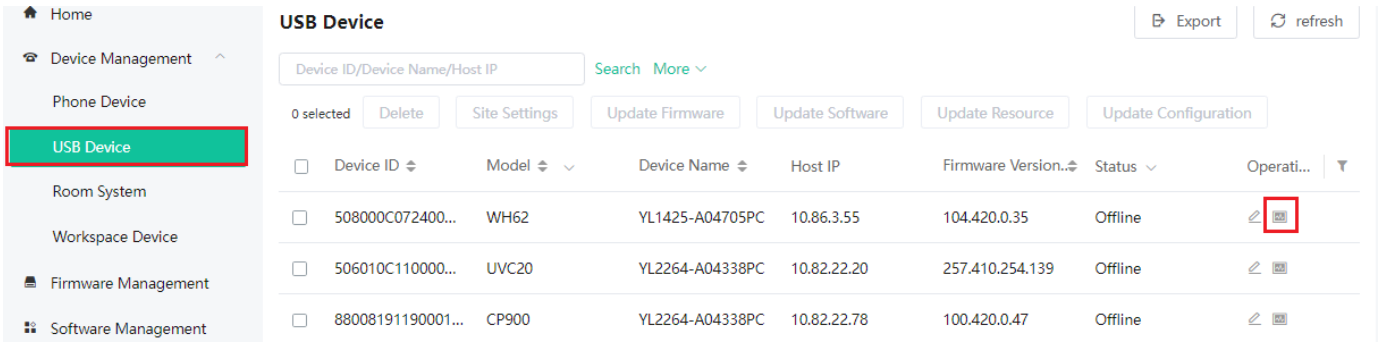


For more information on Yealink USB Connect, refer to Yealink USB Device Manager Client User Guide.

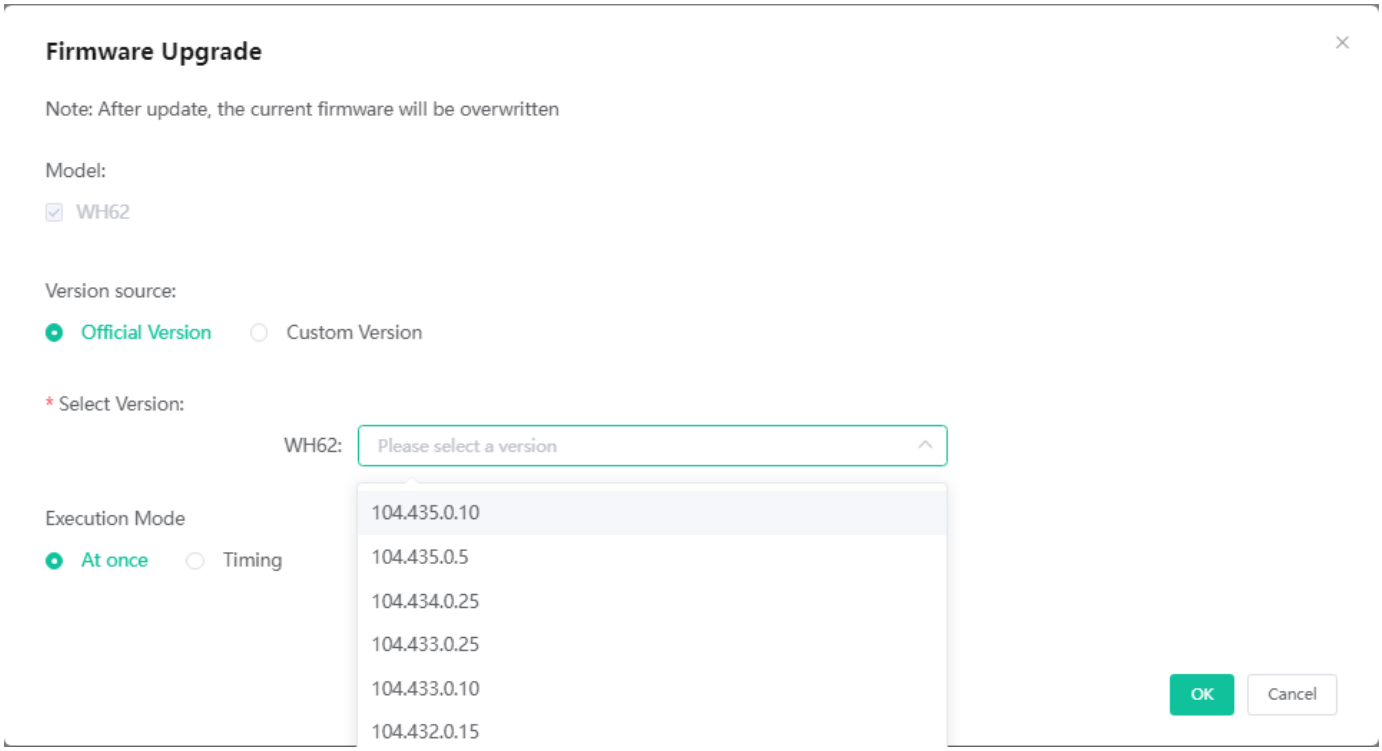
Update via YMCS/YDMP

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 the version and execution mode.



4. Click **OK**.

Related Topic

- OTA Update Headset

OTA Update Headset

What Is OTA

Over-The-Air (OTA) is used to update the WH62/WH63 Portable headset online. You can update the headset with WDD60.

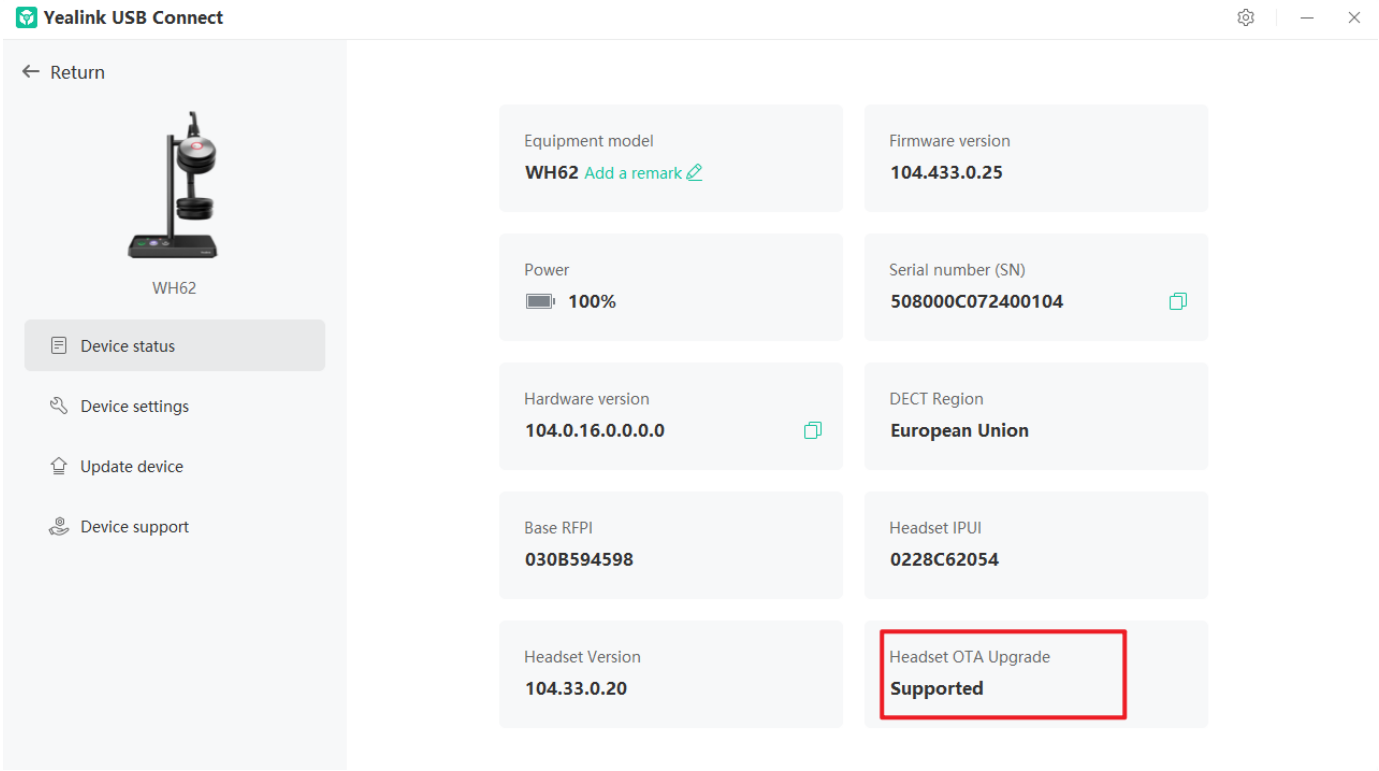
OTA Update Headset

We recommend you update Yealink USB Connect to the latest version.

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 to the version that comes with the WDD60 when idle.
5. The updating time for the headset is about 1 hour.

You need to purchase the WDD60 separately.

Update Multiple Headsets

Introduction

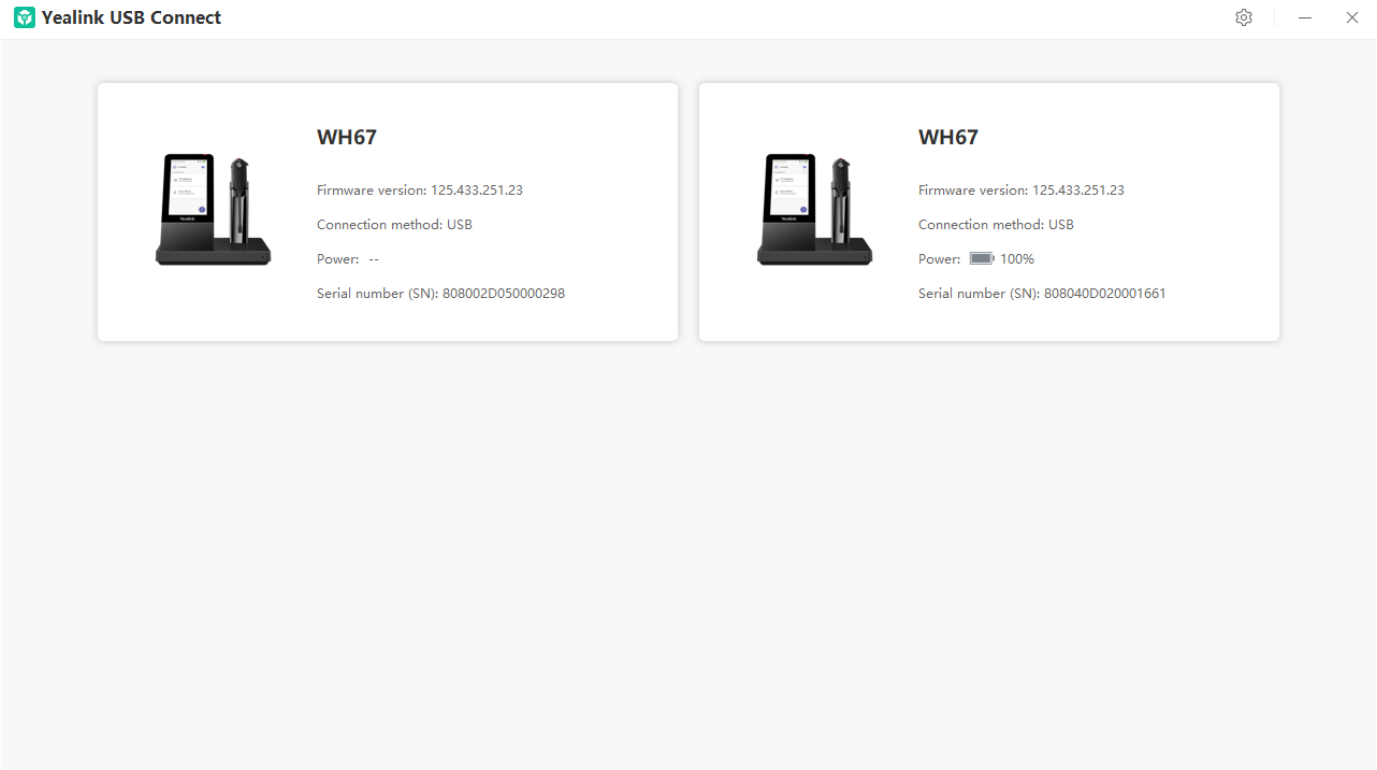
You can use the Yealink USB Connect to upgrade the same model of headsets in bulk. Bulk updates require at least two headsets of the same model to be connected, and up to six can be connected.

Bulk Update WH6X

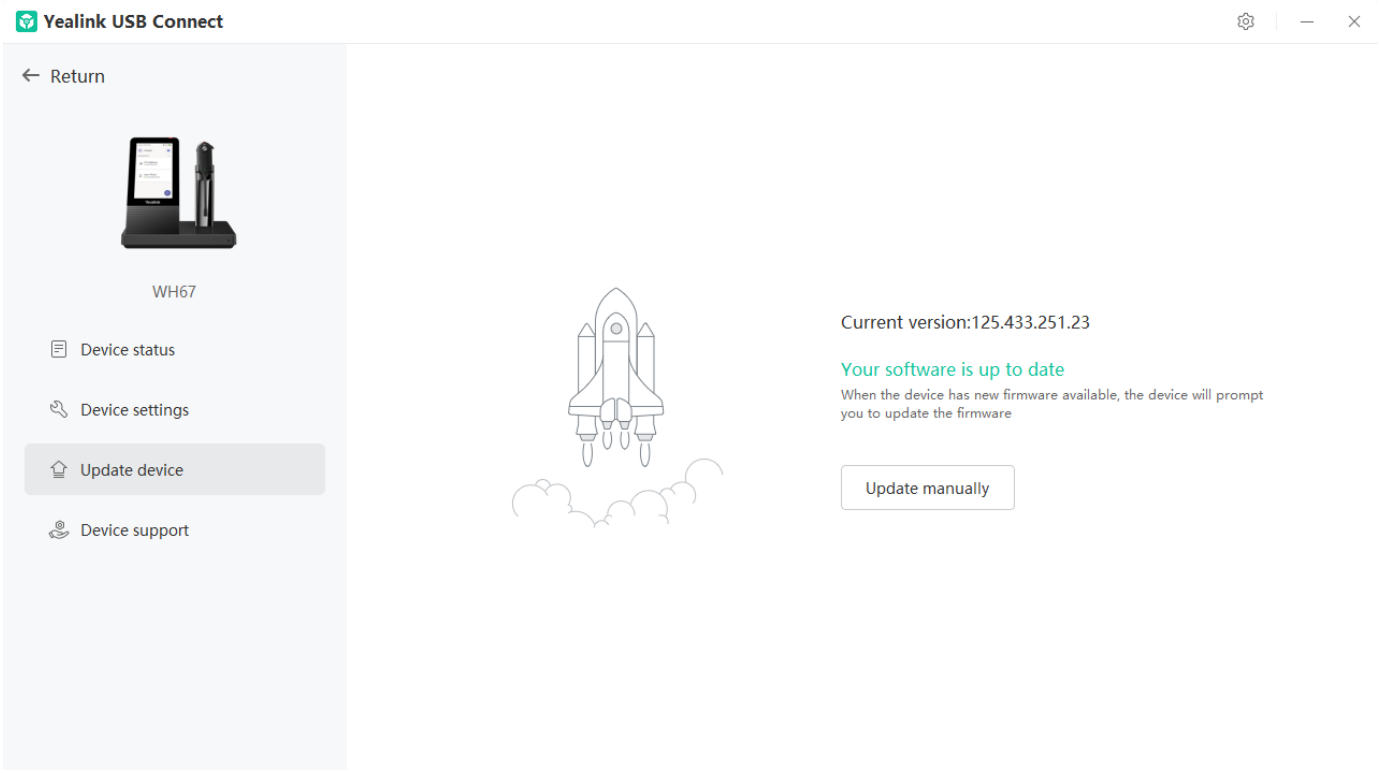
1. Connect more than two WH6X to the PC.

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

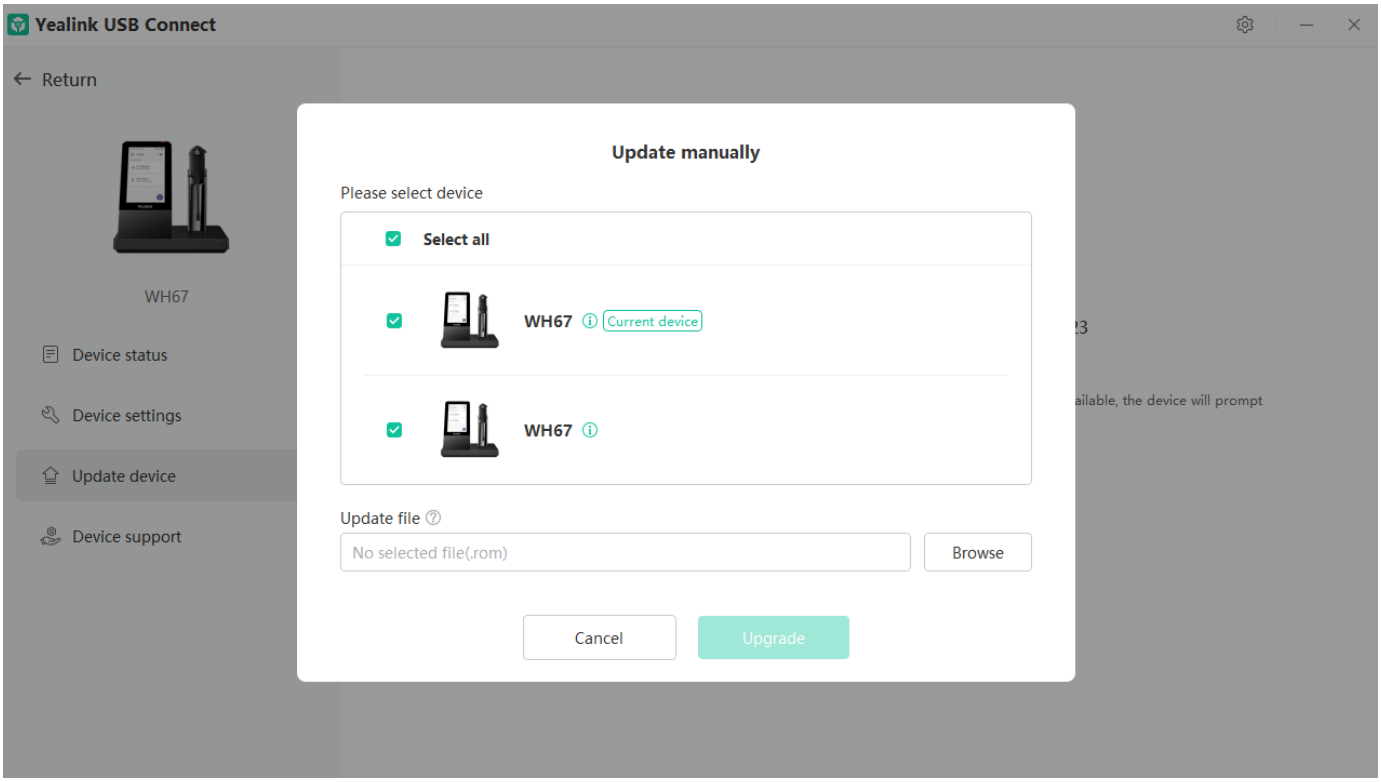
2. Open the Yealink USB Connect software and select the desired device CARD.



3. Go to **Update device** > **Update Manually**.



4. Click **Select all** to update all devices.

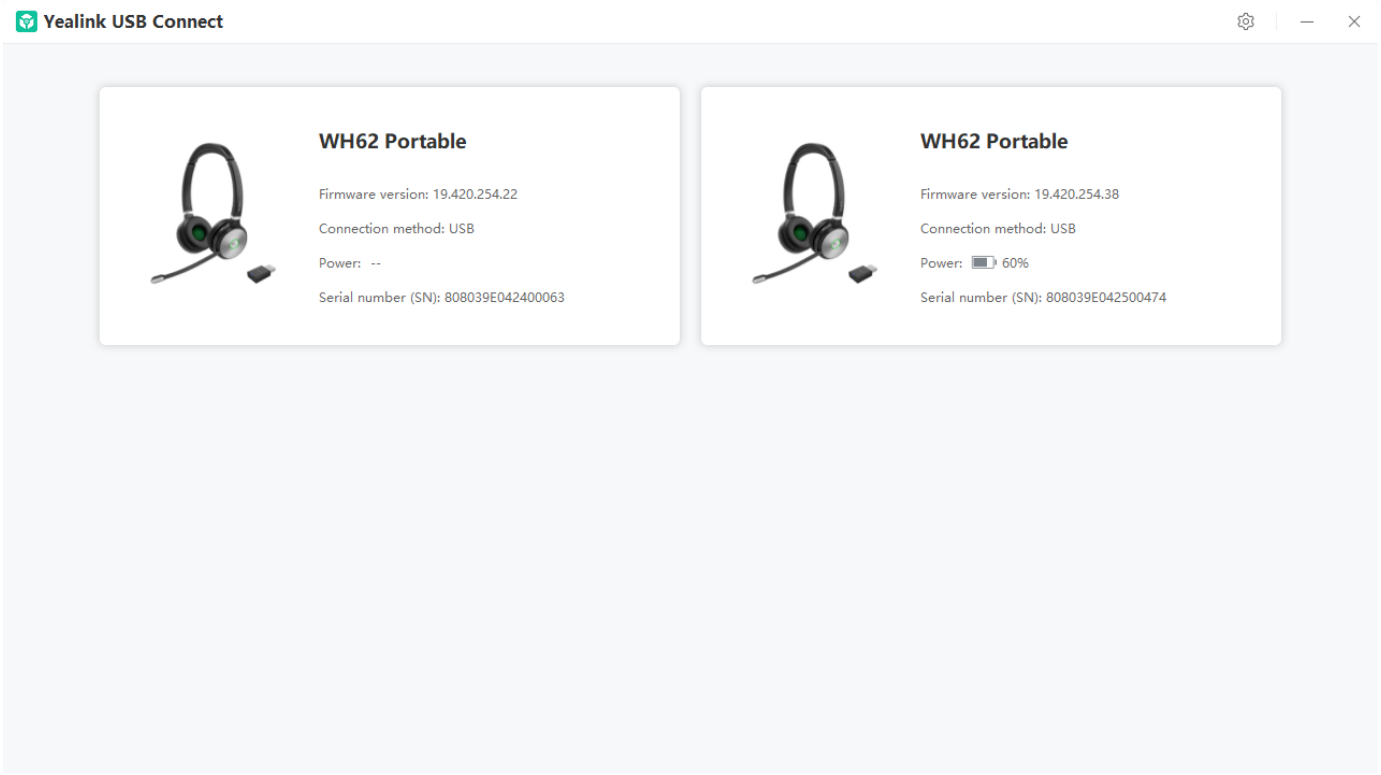


Bulk Update WH6X Portable

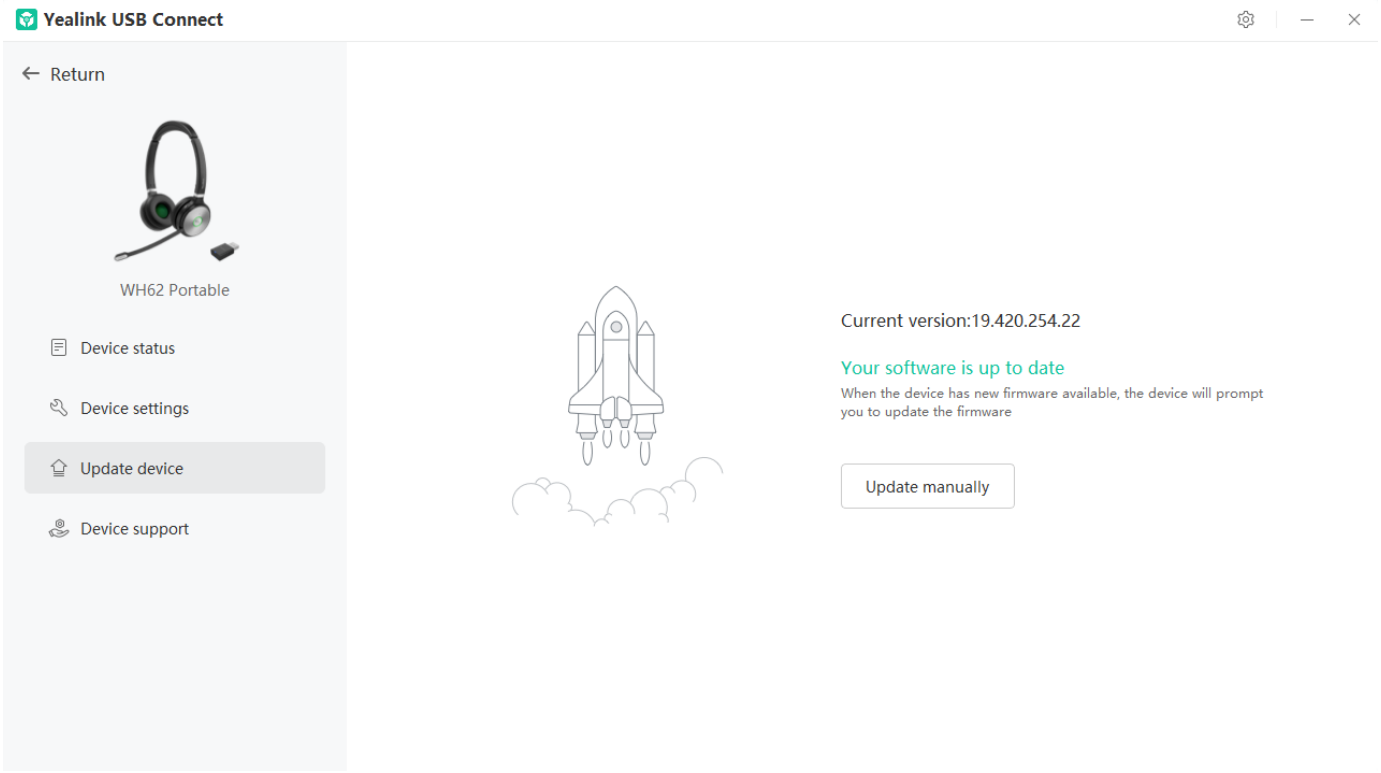
1. Connect more than two WDD60 to the PC.

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

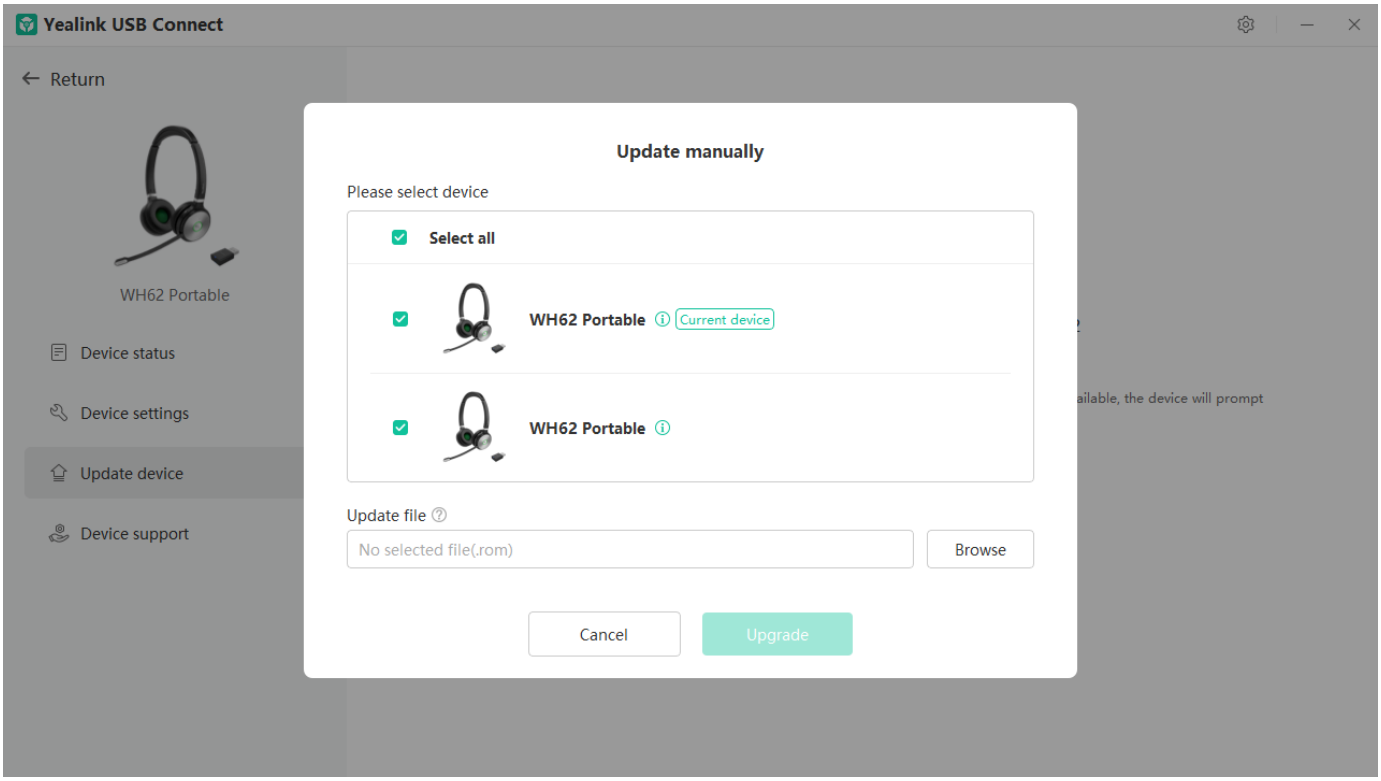
2. Open the Yealink USB Connect software and select the desired device CARD.



3. Go to **Update device** > **Update Manually**.



4. Click **Select all** to update all devices.


Yealink USB Connect
Return
WH62 Portable
Device status
Device settings
Update device
Device support
Update manually
Please select device
Select all
WH62 Portable
Current device
WH62 Portable
Update file
No selected file(.rom)
Browse
Cancel
Upgrade

Basic Settings

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.
Voice Guidance	Enable voice prompts or not.
Voice Guidance Language	Set voice guidance language.
Wearing Preference	You can select the position of the mic arm to optimize the stereo audio.
Second Device Audio	Hear the audio (tone music)from the other connected device while streaming audio.

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 play the built-in ringtone.
Base Ringtone Volume	Set the base ringer 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.

Deskphone Settings

Procedure

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

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 play the built-in ringtone.
Base Ringtone Volume	Set the base ringer 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.

Advanced Settings

General Settings

1. Open the Yealink USB Connect software and select the desired device CARD.

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

Functions	Description
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.
Smart Mute Reminder	If you try to talk while your mic is muted, the headset will alert you.
Mute Detection Interval	Set mute detection interval
USB Computer Audio	When controlling the headset on the base, how does the speaker on the base play the non-call audio from the USB device.
Music Mode	Turn on to optimize audio for music. The audio quality for calls is not affected by this setting.

FAQ

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 4.38.37.0 or later.

1. Run the Yealink USB Connect.

2. Go to **Device Settings** > **Advanced Settings**.

3. Select the desired value from the Wireless range drop-down menu.

The settings, **Medium** and **Short**, use lower radio frequency levels that will limit the range. This will minimize the potential for radio interference in environments with high DECT density.

Devices located in a specific environment need to use the same settings to get the best available density performance. For more information about the deployment density of WH6X, please refer to the Deployment and Density Whitepaper.

Calling

1. Open the Yealink USB Connect software and select the desired device CARD.

2. Go to **Device settings** > **Advanced Settings** > **Calling**.

Functions	Description
Deskphone Connection	Enable a connection to the deskphone through the base's AUX port.
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.
Call Priority	If you are on a call and a new call arises on a different phone without any actions on the device, then this setting determines which of the two active calls is routed to the headset.
Predial Feature	Control whether to enter the talking state by pressing the MFB button in the idle state.
MFB Once to Second Call	When the second call comes, you can use this configuration to define the performance of pressing the MFB key once.
Call Recording	After it is turned on, the voice of your call on other devices will be input to this unit, and you can record it with recording software.
Phone Type	If you use a USB connection for the Unify Phone, you need to modify the configuration.
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.
Auto Answer	When there is a new call, you can answer it by putting down the microphone arm.

when boom drops	
Open Line when Undocked	Set whether to enter the dialing screen when undocking the headset.
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 is enhanced.
Comfort Noise	To indicate to the other party that you are on a call with weak and comfortable noise.
Sidetone Level	You can use this setting to adjust the volume of your voice heard during a call.

Headset Busylight

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

Fuctions	Description
Focus Mode	You can use this option to manually turn the Busylight on or off.
Calling Indication	Turn on this function, and the busylight will turn on automatically during a call

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 that the headset protects against sound spikes.

	- No Limiting - 80dBA - 85dBA

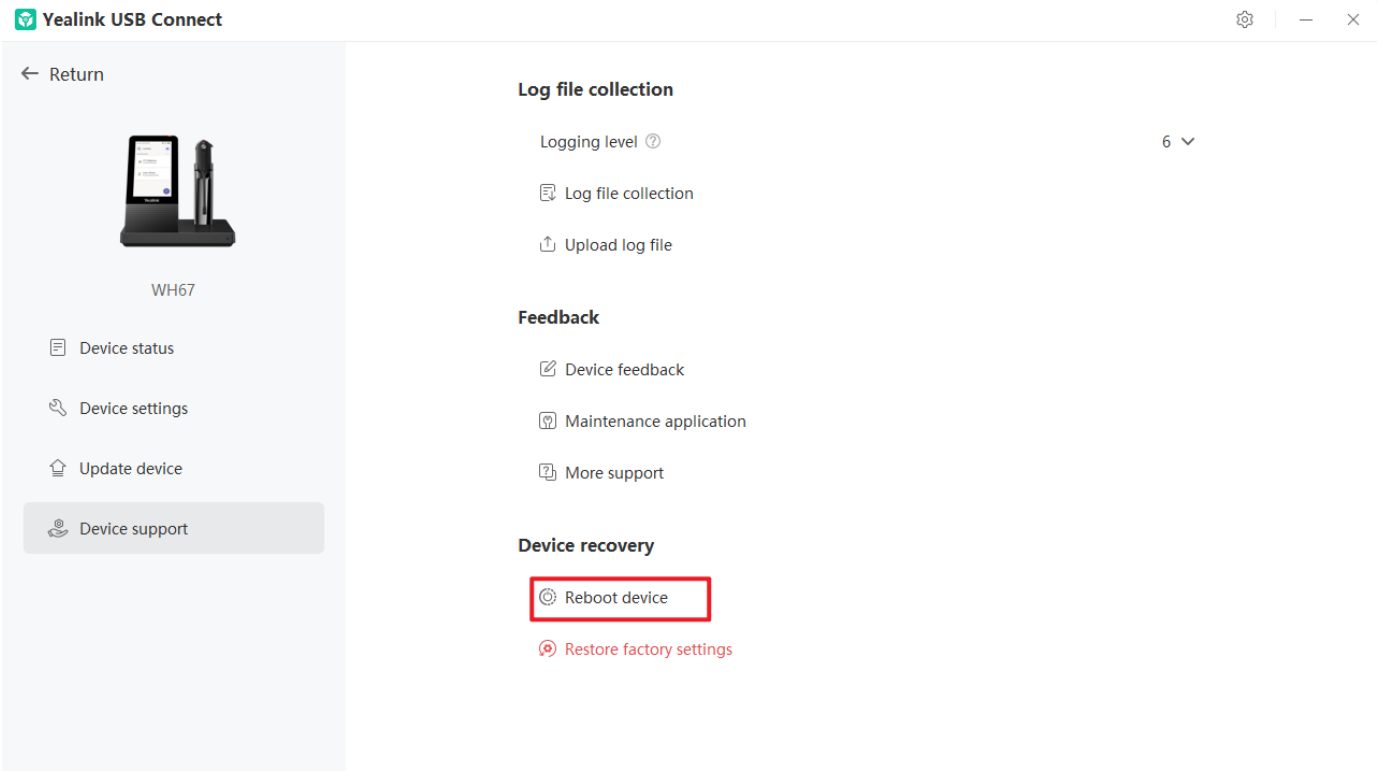
Reset or Reboot or Recovery Mode

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**.



Factory Reset

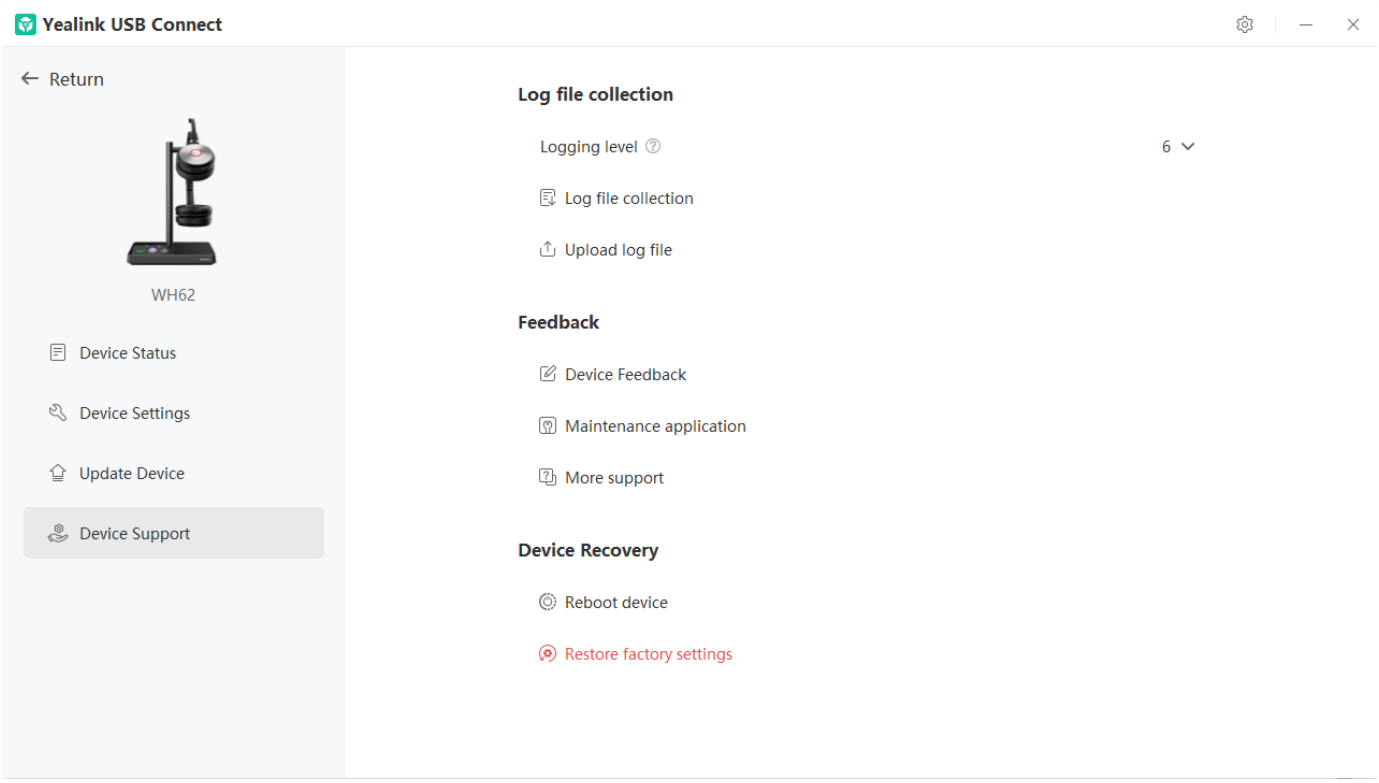
Procedure

- **Reset via Yealink USB Connect**

  a. Open the Yealink USB Connect software and select the desired device CARD.

  b. Go to **Device settings** > **Device support**.

  c. Select **Restore Factory Settings**.



- **Reset the Base**
  - For WH62/WH63 Base: press and hold the **PC** and **Phone** buttons for about 10 seconds; you can hear a tone (keep holding) followed by the base saying "factory reset". Then, release the button.



  - For WH66/WH67 Base:
    - For the Teams version
      1. Tap .
      2. Go to **Settings** > **Advanced Settings** > **Reset configuration**.
    - For the UC version
      1. Tap .
      2. Go to **Settings** > **Advanced Settings** > **Reset configuration**.
         The screen prompts you whether to reset the configuration or not.
- **Reset the Headset**

  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 the tone "Power off". Then, the headset will be reset when you hear the tone "Power on".

Recovery Mode

- **WH62/WH63 Base**:

  a. With the Base powered off, simultaneously press and hold the **PC**, **Phone**, and **Teams/voice assistant** buttons.

  b. Connect the power source to the Base until the headset enters recovery/upgrade mode, and then release the buttons.

- **WH66/WH67 Base**:

  a. Connect the WH66/7 Base to a power source.

  b. Unplug the power source when you see the "Welcome" displayed on the screen for 2 seconds. Repeat this process 5 times.

  c. On the 6th power-on, the headset will enter recovery/update mode.

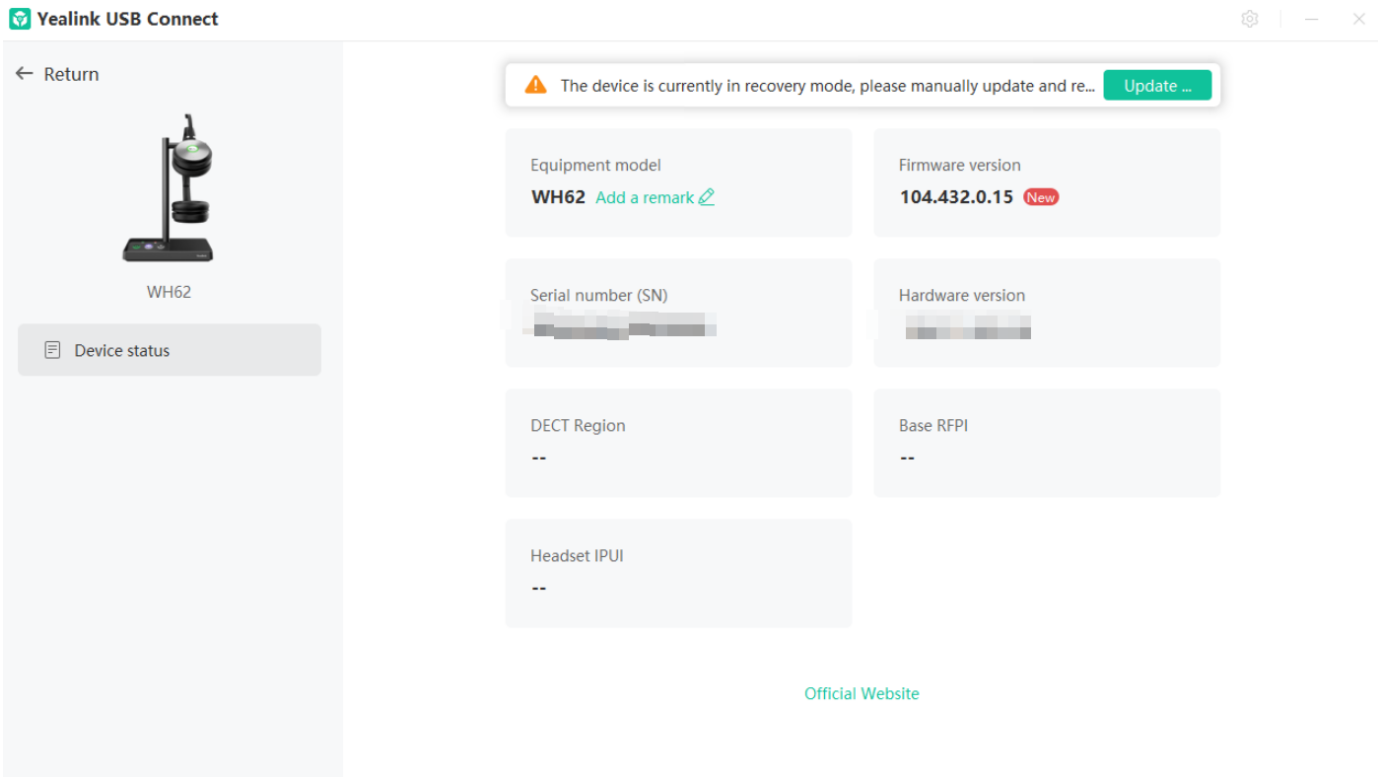
- **WH6X headset**:

  a. With the headset powered off, quickly press the **Mute** button and the **Call** button to power on the headset.

  b. The indicator light will flash red and green, indicating it has entered recovery/update mode.

- **WDD60**:

  Press and hold the **Pairing** button while connecting it to a PC to enter recovery/update mode.



If there are any other questions, please create a ticket on ticket.yealink.com.

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

Connect USB Devices

Refer to the YMCS User Guide to check how to bind your devices.