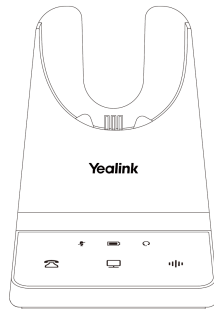


Package Contents

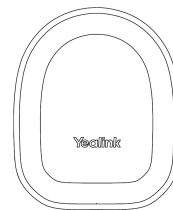
After opening the package, check that all the items on the list are included. If any items are missing, contact your dealer.



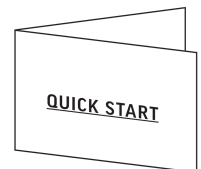
Headset



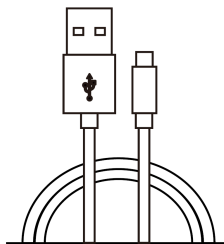
WHB680 Base



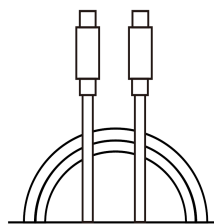
Carrying Case



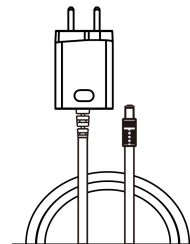
Quick Start Guide



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



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



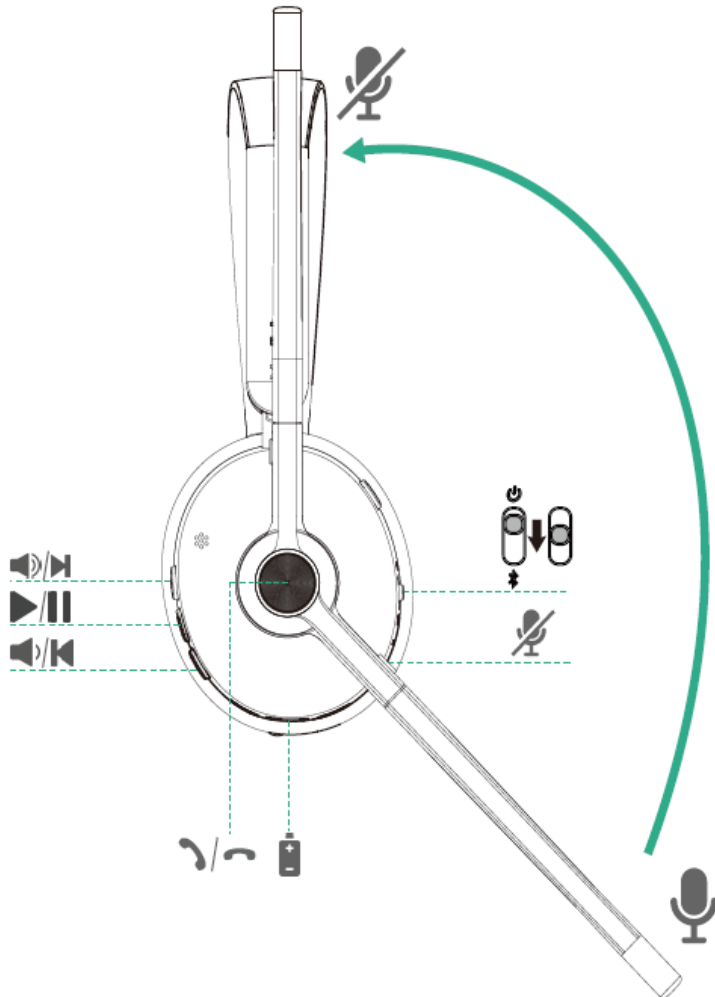
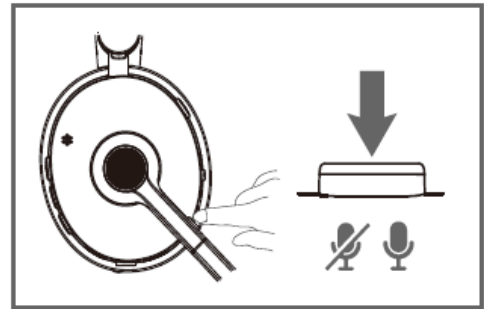
Power Adapter



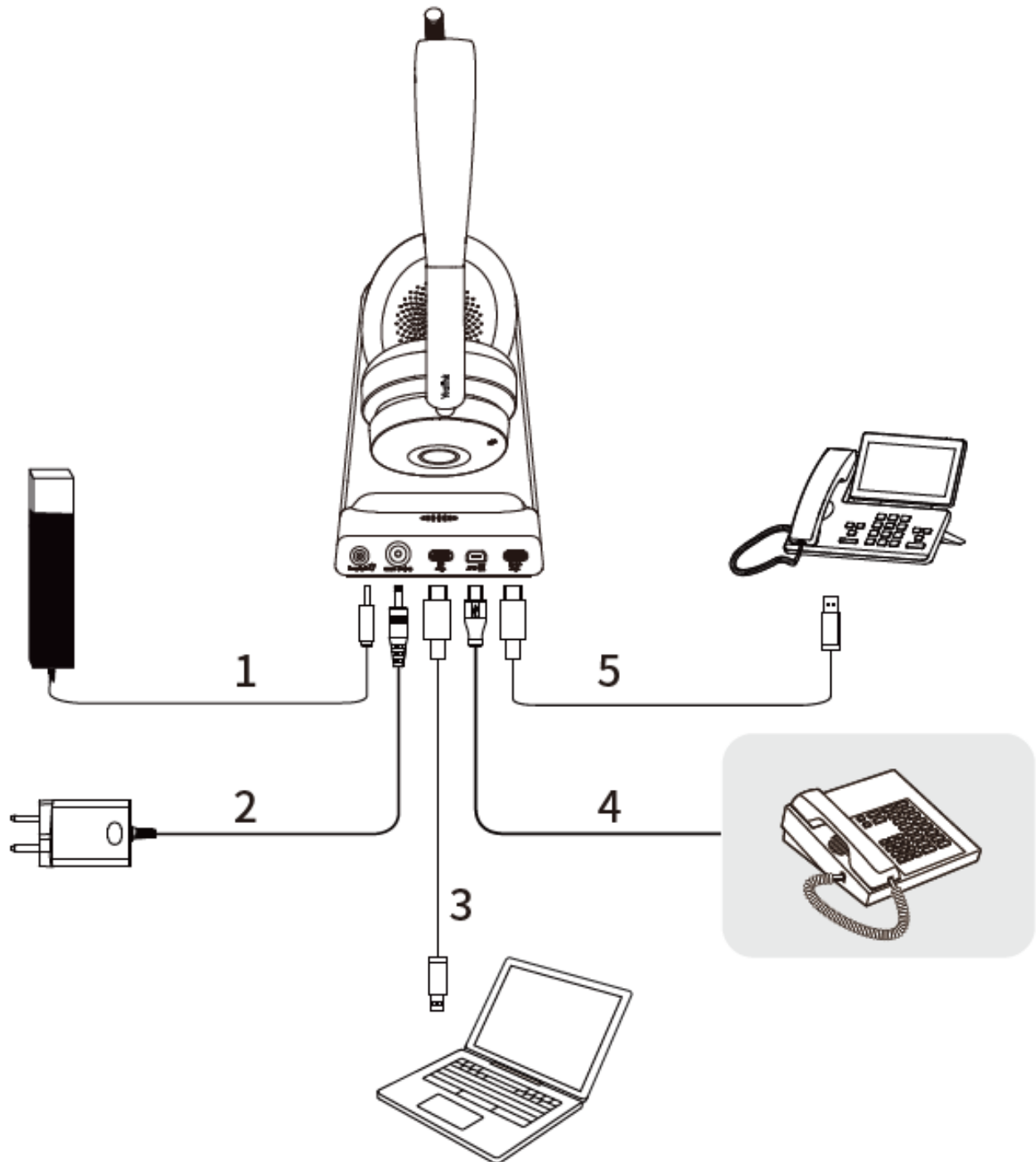
We recommend using the included accessories because other accessories may have compatibility issues that prevent them from working properly.

Overview

Overview

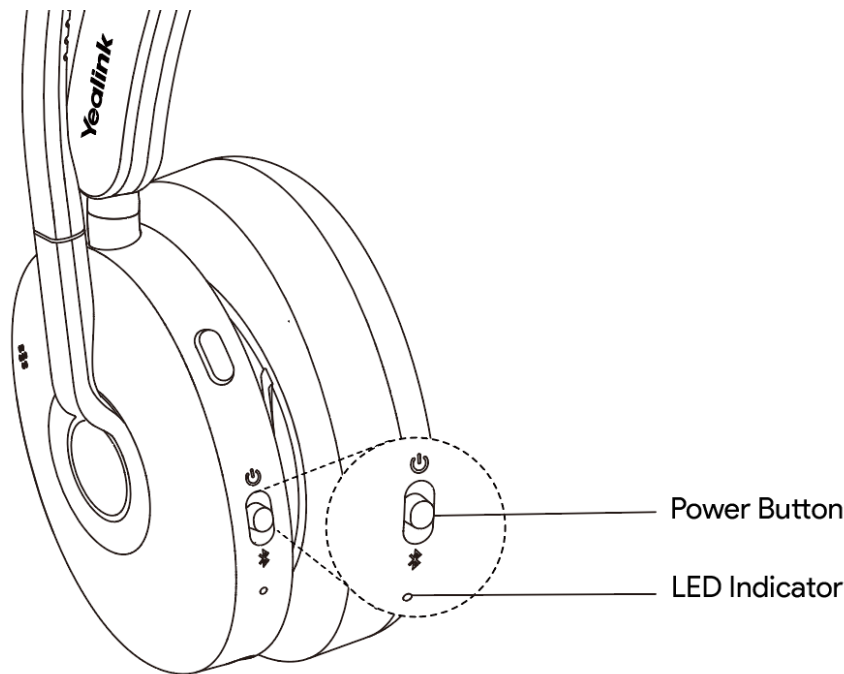


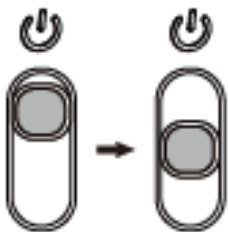
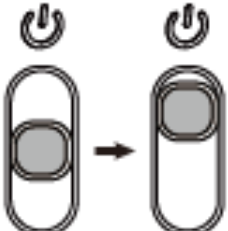
Connection



No.	Description
1	Busylight (Optional)
2	DC Port (Backup Power)
3	Type-C Port for PC (Supports Power Delivery)
4	AUX Port for Third-Party Phone: Used With Telephone Cable/EHS62 (Optional) - Check: https://support.yealink.com/en/portal/compatible
5	Type-C Port for Yealink Phone

Power On & Power Off

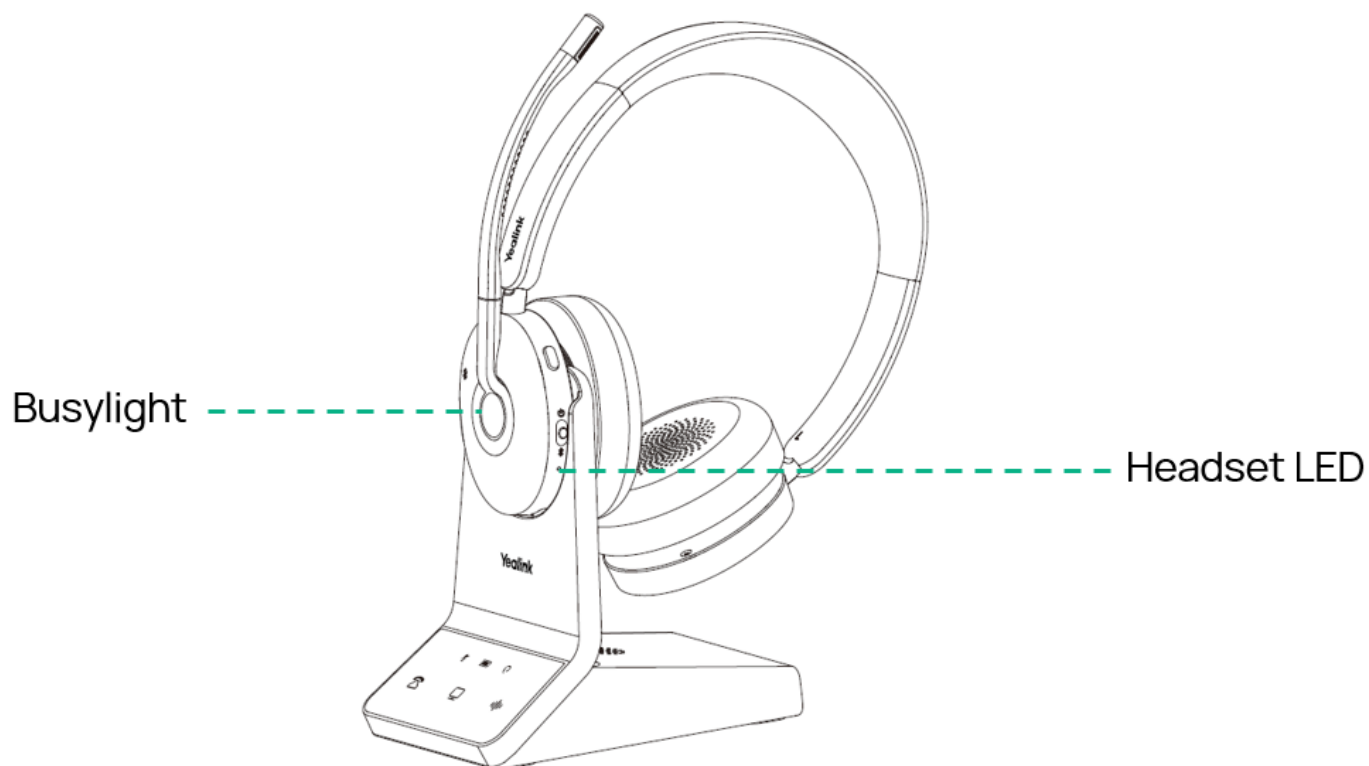


Power Button	LED Indicator	Prompt Sound
<p>Power on</p> 	<p>Solid green for 2 seconds</p>	 "power on, battery low/medium/high"
<p>Power off</p> 	<p>Solid red for 2 seconds</p>	 "power off"

💡 When the headset is powered on but not connected for a long time, it enters deep sleep mode. To wake up the headset, briefly push the **Power** button down or tap the **Call Control** button.

LED Indicator

Headset LED Indicator



Basic

Description	Busylight	Headset LED
Power on	/	Solid green for 3 seconds
Power off	/	Solid red for 3 seconds
Connect to the Bluetooth device	Solid blue for 5 seconds	/
Connect to Base	Solid blue for 5 seconds	/
Factory reset	The light turns green for 2 seconds, the light turns red for 2 seconds, and then off	/
Updating	Flash red and green alternately	/

Pairing Mode

Description	Busylight
Bluetooth Pairing	Flash red and blue alternately for 5 mins and then off

Base Pairing	Flash blue for 120 seconds
--------------	----------------------------

Calling

Description	Busylight
Incoming call	Flash red
Hold	Flash red twice every second interval
Answer/redial/mute/unmute (during the call) call	Solid red
Receive a new call when on a call	Flash 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	Solid red

Teams

Description	Busylight
Teams off	Off
Teams connecting	Flash purple for 10s and then turns off
Teams connected	Solid purple for 5 minutes and then turns off
Teams reconnect	Flash purple for 3s and then turns off
Evoke Teams	Solid purple
Teams notification	Breathing purple LED indicator stays on for 5 minutes, then off

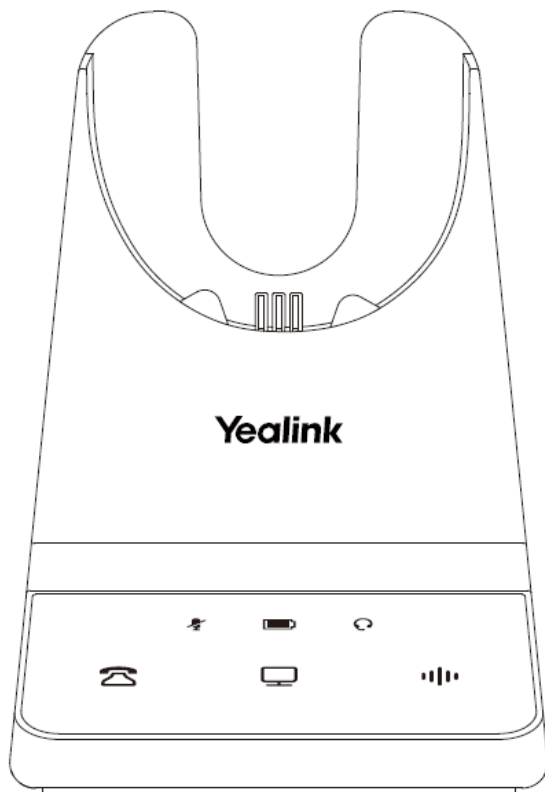
Busylight

Description	Busylight
Busylight on	Solid red
Busylight off	Off

Charge

Description	Busylight	Headset LED
Extra-low battery	Flash red 3 times every 5 minutes	Flash red 3 times every 5 minutes
Charing	Breathing green	Breathing green
Fully charged	Solid green	Solid green

Base LED Indicator



Charge

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

Basic

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

Pairing & Connection

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

Call

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

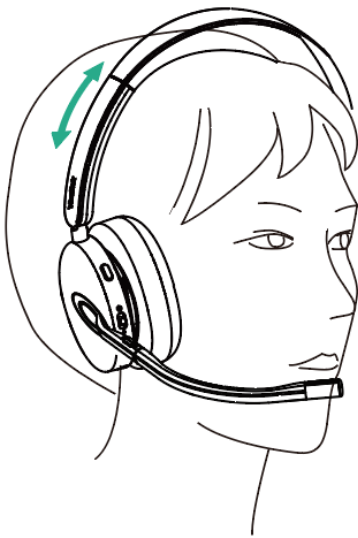
Teams

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

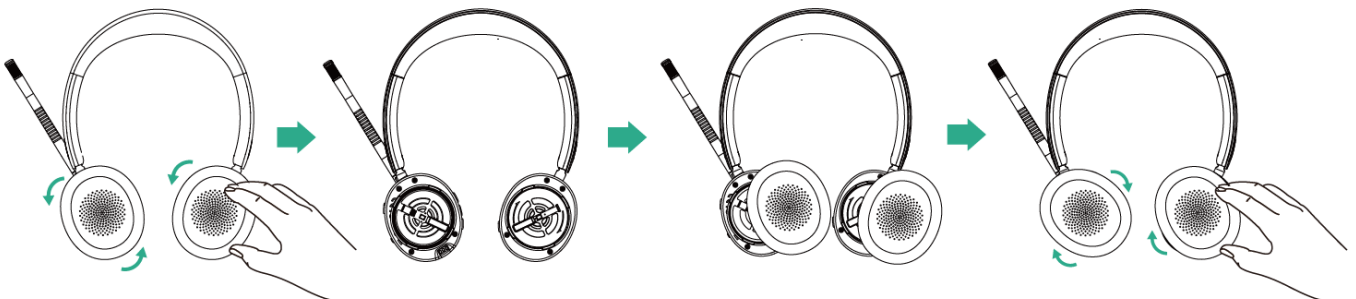
Fit

Fit Headset

To adjust the headband, lengthen or shorten the band until it fits comfortably. Position the ear cushions so that the foam cushions sit comfortably over the center of your ears.



Replace Ear Cushion



Charge

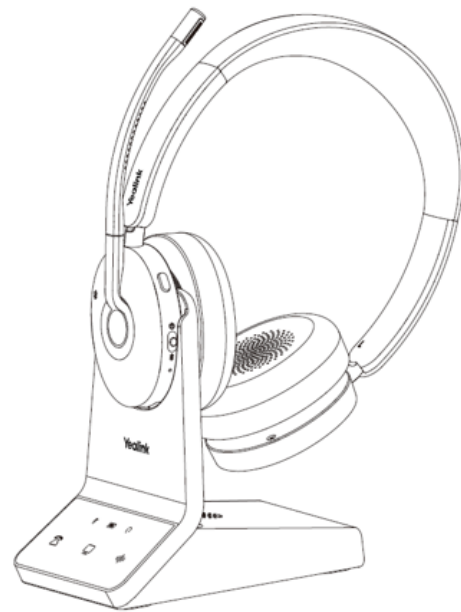
Charge Headset

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

USB Charging



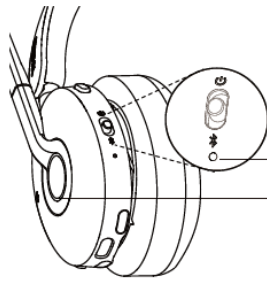
Charging in Base



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

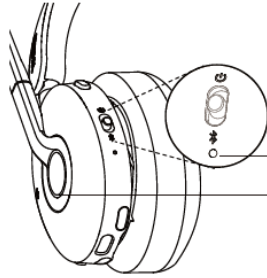
LED Indicator

Charging



Breathing green LED indicator

Fully Charged

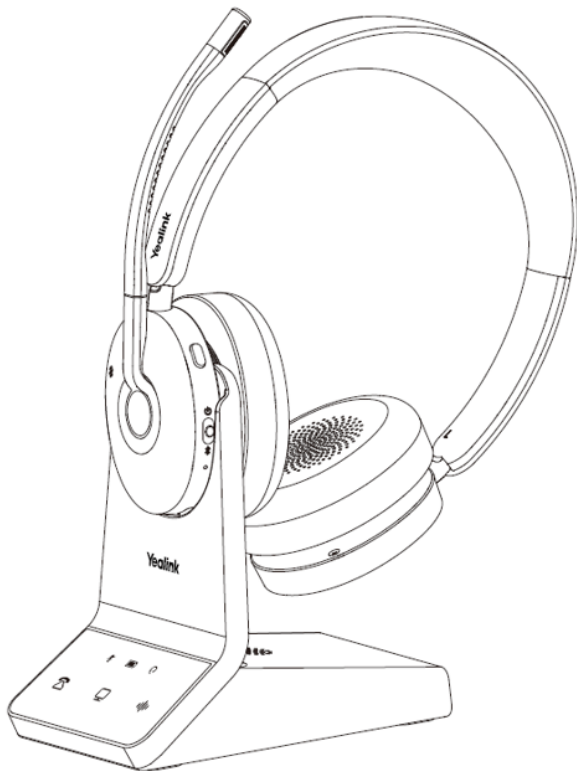


Green LED indicator

Pair WH68 Headset with Base

Introduction

When you put the headset on the base station, you can feel it stick to the base. You can also 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 headset's LED turns green for 3 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.

Unpair the WH68 Headset with the Base

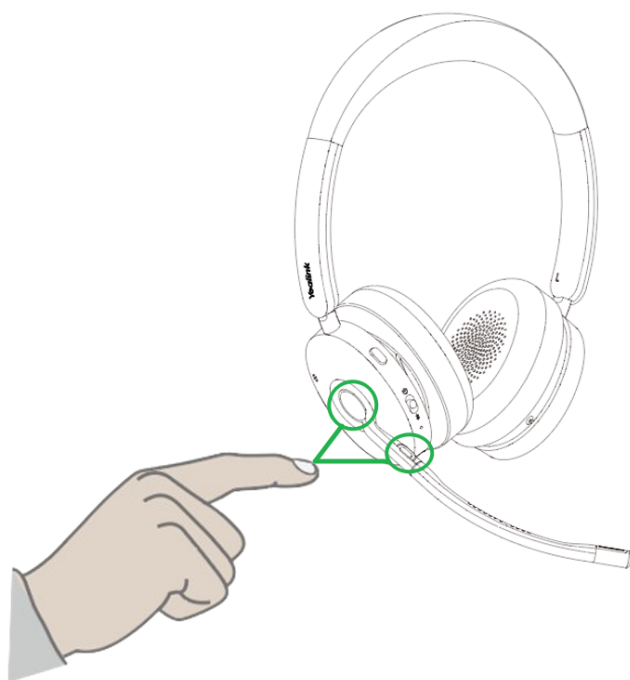
Before You Begin

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

- ! Resetting the base station to the factory setting can clear the previous pairing with an original headset.

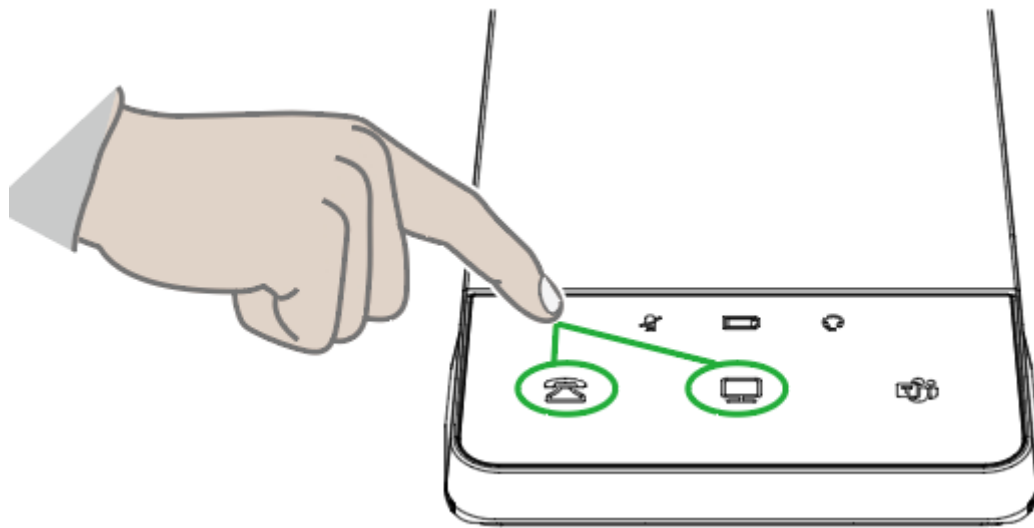
For the Headset

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

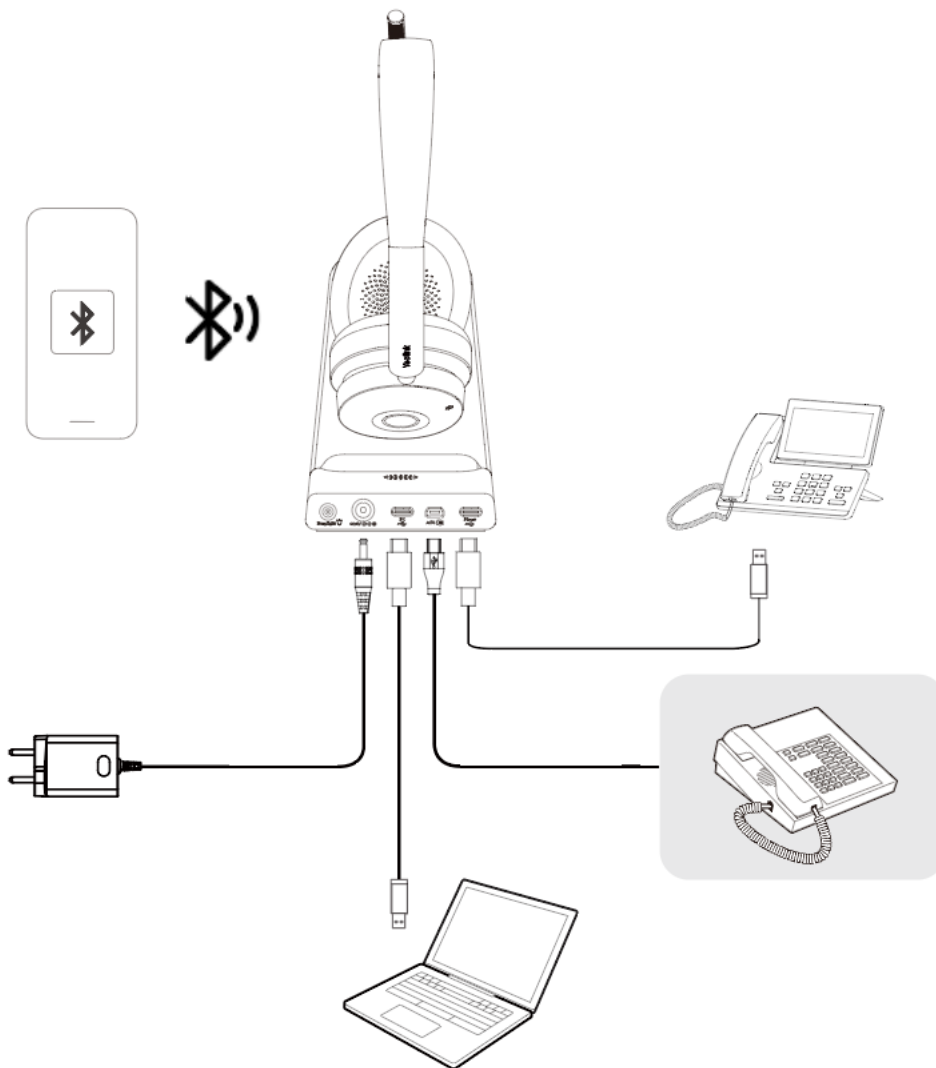
Press the  and  buttons for 6 seconds until the  buttons flashes orange.



Connect to PC & Desk Phone & Mobile

This connection is suitable for office work.

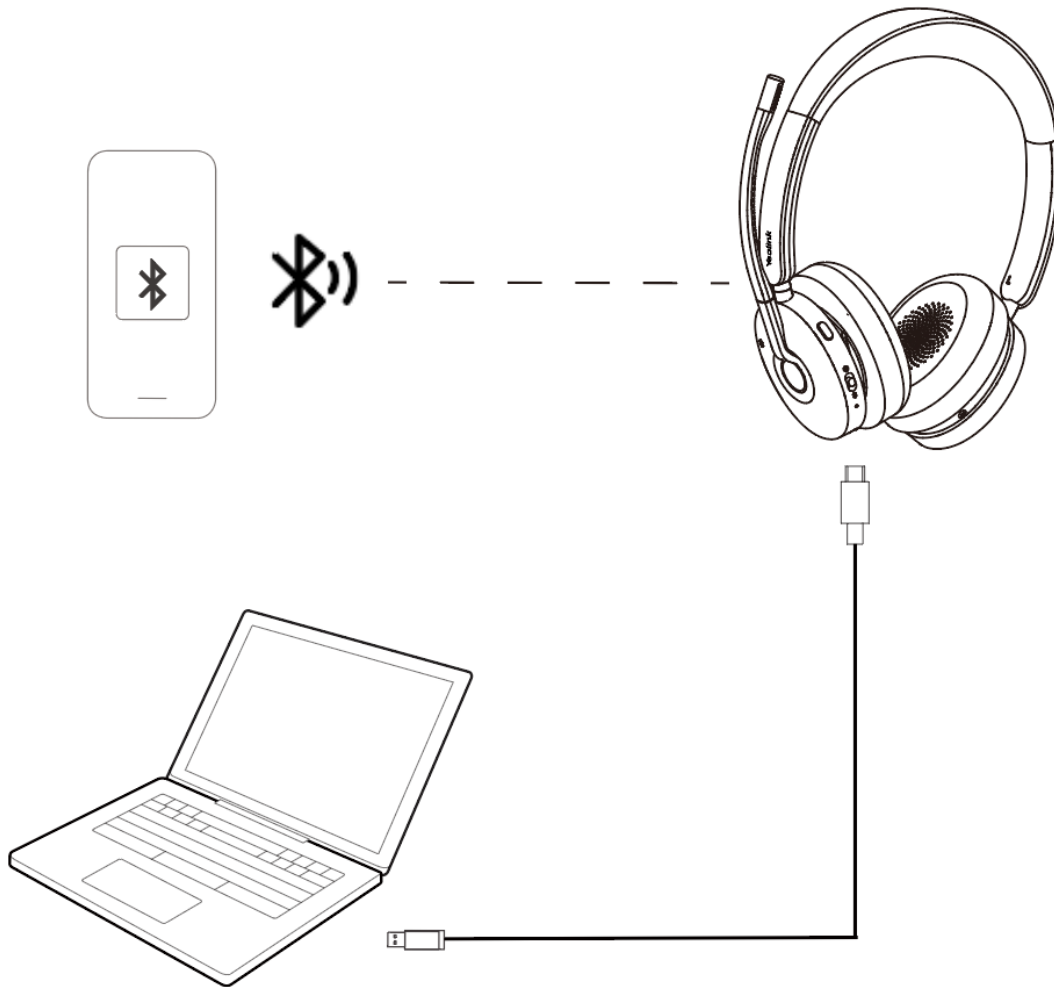
1. Connect the Base to the PC and desk phone via USB cable.
2. Connect the headset to the mobile via Bluetooth.



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 WH68 to Yealink, Cisco, Avaya, Poly, Grandstream, Franvil, and Snom phones.



For more information, please refer to [Yealink EHS62](#).

Connect to Desk Phone via Telephone Cable

You can connect the WH68 to Yealink, Cisco, Avaya, Poly, Grandstream, Franvil, and Snom phones.

! For more information, please refer to the [Yealink Telephone Cable for WH63 E2/WH64/WH68 Series](#).

Auto Switching-Pair WH68 Headset with Base and WDD60

Introduction

You can pair the WH68 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](#).

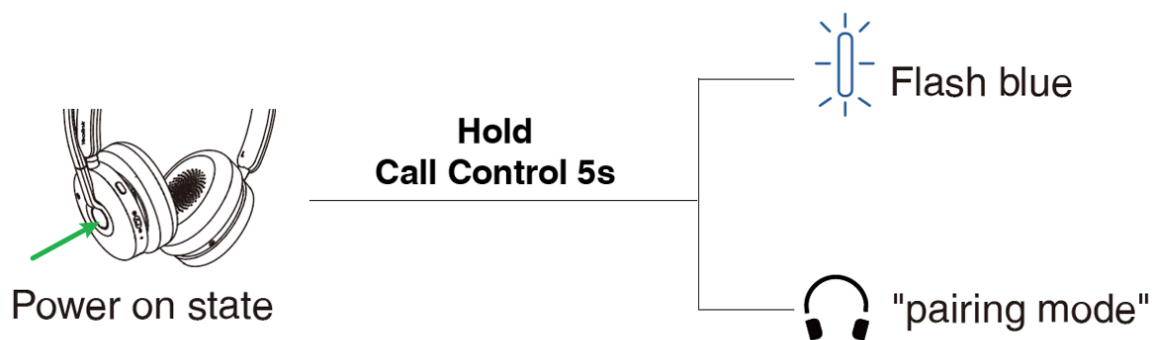
- !
1. If the Base is already connected to the primary headset, the headset will register as an additional headset at this time.
 2. If the headset already has a pairing record with a Base (regardless of whether it is currently connected to the Base), it will clear the current pairing record and connect 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

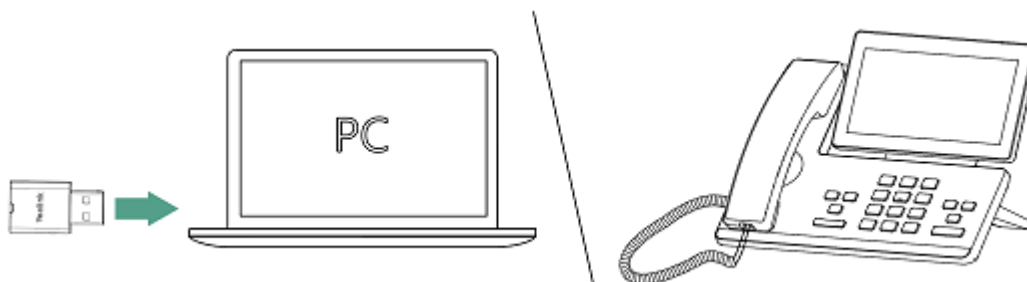
- ! If the WDD60 was purchased separately for your WH68, you will need to pair the WDD60 with the headset before use.

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

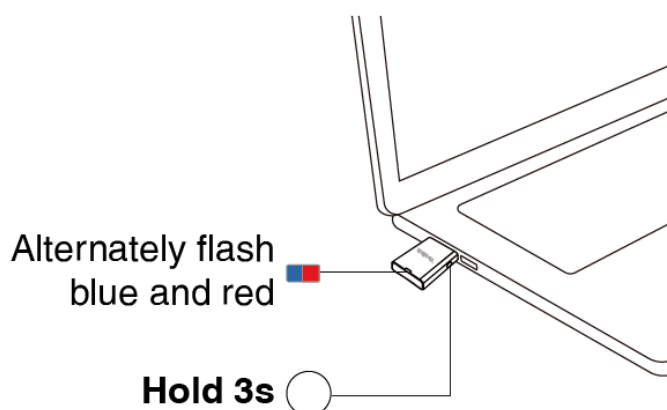
1. Set the power switch to the middle position to turn on the headset. Then press and hold the **Call Control** button for about 5 seconds until the LED flashes blue and you hear the voice prompt **Pairing mode**. The headset is now in DECT pairing mode.



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**.



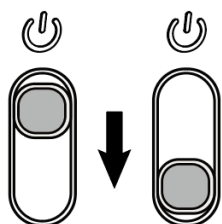
Reconnection

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

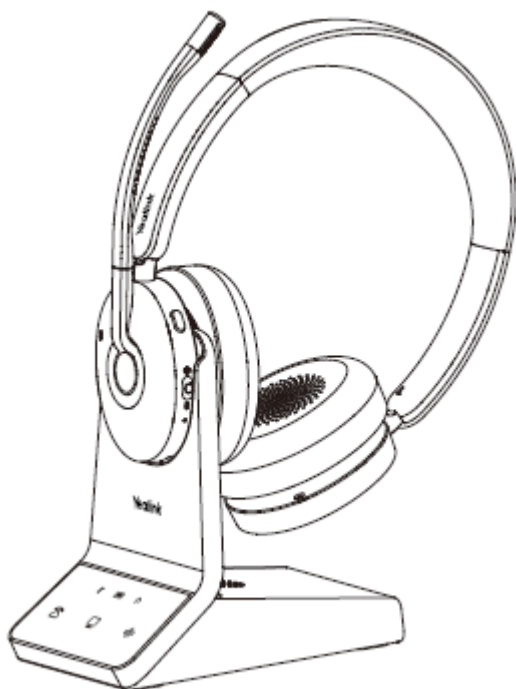
To reconnect, slide the power button to the Bluetooth position and release it.



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.

①



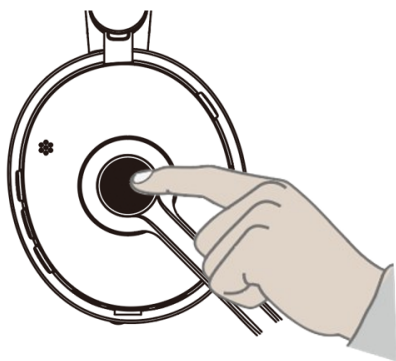
②



Call Control

Headset/Base Usage

For the Headset



Function	Action
Press once	<ul style="list-style-type: none">• Answer the call• End call• Accept the incoming call and end the active call
Double-press	<ul style="list-style-type: none">• Redial• Reject the incoming call and continue the active call
Hold for 2 sec	<ul style="list-style-type: none">• Hold call• Switch between held call and active call• Put the current call on hold and answer an incoming call

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  .

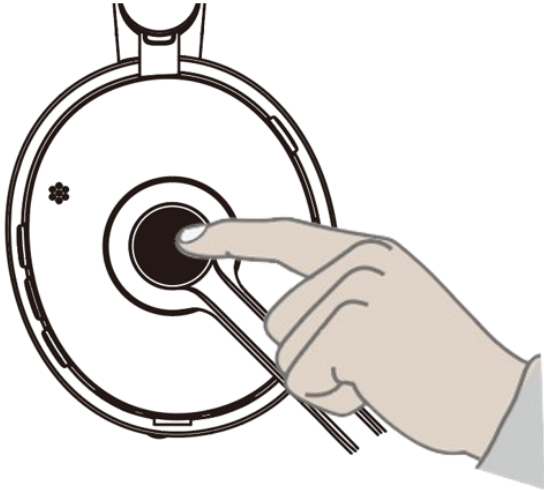
- When connecting to the PC.

Function	Action
----------	--------

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

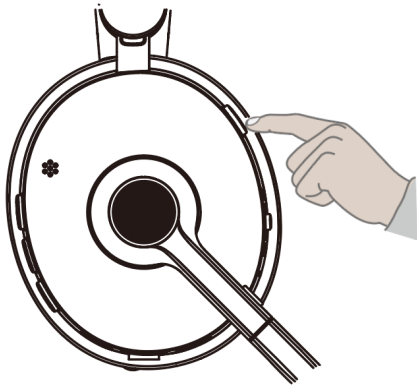
Handle Multiple Calls

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



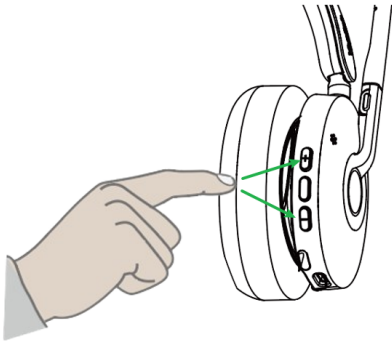
Function	Action
End the current call and answer the incoming call	Press the Call Control button.
Hold the current call and answer the incoming call	Press and hold the Call Control button for 2 seconds.
Switch between held call and active call	Press and hold the Call Control button for 2 seconds.
Reject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

Voice Assistants



Function	Action
Activate Cortana	Hold the Teams button. <div> It requires Microsoft's support.</div>
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 WH68 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 an Additional Headset

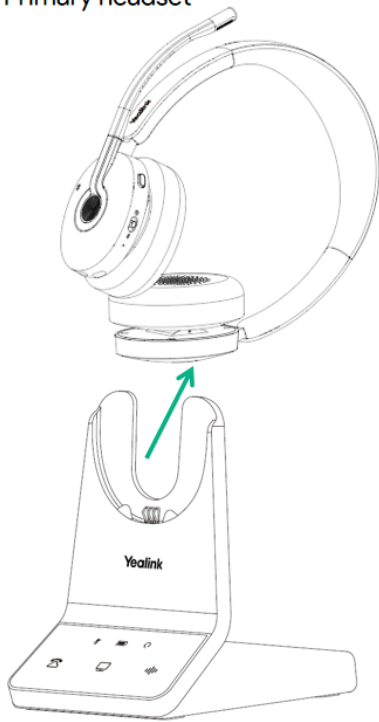
Registration

Procedure

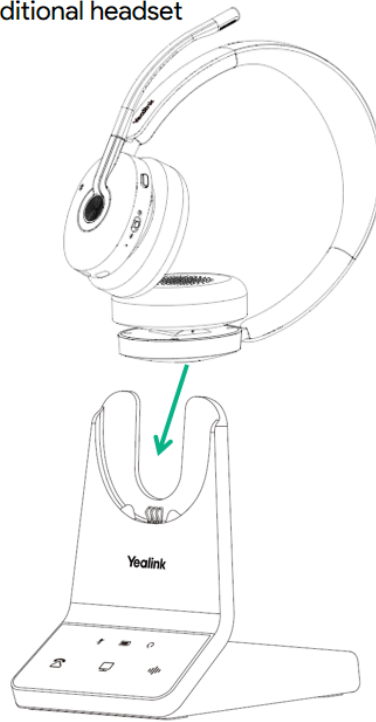
1. After successfully [pairing](#) the primary headset and base, undock the primary headset from the base.
2. Dock an additional headset in the base. It will attempt to pair with the base.
3. A voice prompt will sound in the primary headset. Press the **Call Control** button on the primary headset to 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.

① Primary headset



② Additional headset



③ Primary headset



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

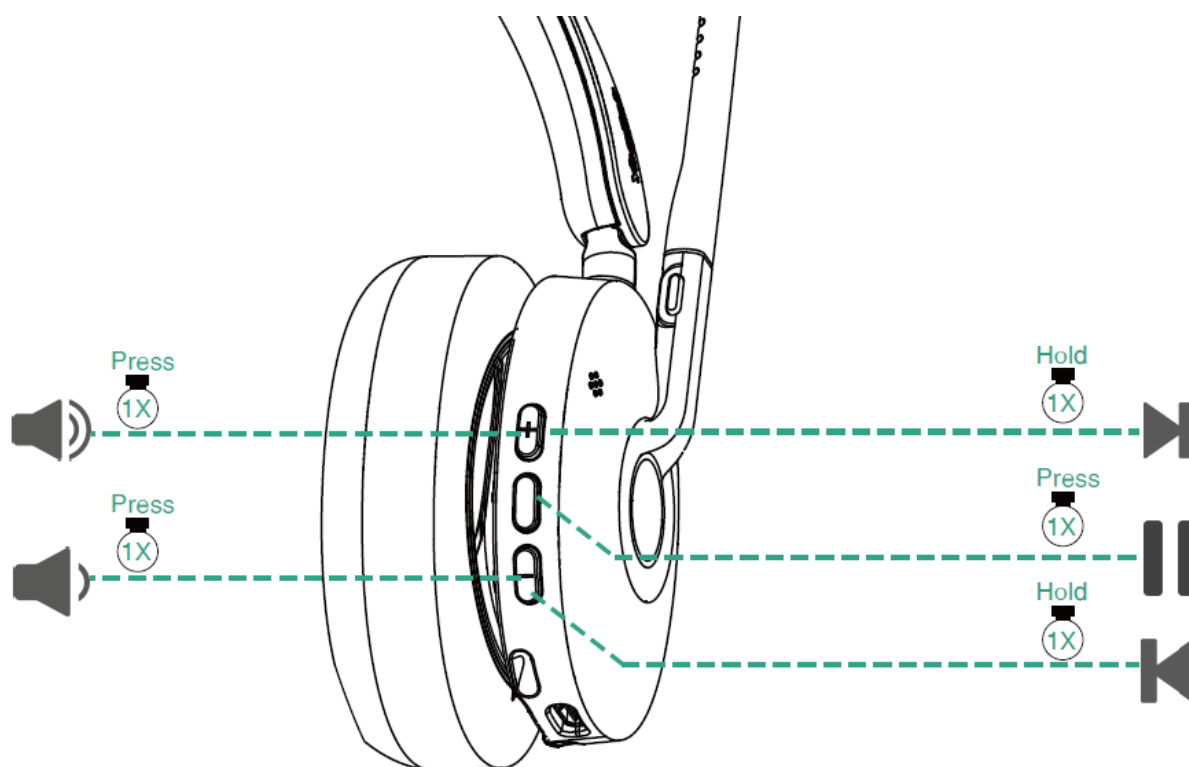
Whether you register the additional headset before or during a call, the registration status will remain until the additional headset automatically disconnects.

💡 You can set the mode on Yealink USB Connect.

Media Control

Media Control

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



To adjust the headset's music effect, go to the Yealink Connect App on your phone or Yealink USB Connect software on your PC.

For Yealink Connect or Yealink USB Connect:

- Go to **Moments** to select **Office**, **Relax**, and **My Moment**.
- You can also tap **Music Presets** to adjust the music effects.

Sound Settings

You can change the sound settings of the headset via the [Yealink USB Connect](#).

Go to **Device settings > Sound Settings**.

Yealink USB Connect

← Return



WH68 Headset

Device Status

Device Settings

Sound Settings

Update Device

Device Support

Moments

Office

Commute

Relax

My Moment

Music Presets

Default Neutral

Bass Boost

Treble Boost

Voice Boost

Smooth

Energize

Custom

20

0

63

0

125

0

250

0

500

0

1K

0

2K

0

4K

0

8K

0

20K

0

Ambient Sound

1 / 1

Noise Canceling

Introduction

The noise-canceling function generates antiphase sound against outside surrounding noises (such as noises in vehicles or noises from air conditioners indoors) to reduce the surrounding noises by canceling them out.

Because the ANC function automatically optimizes the noise-cancelling performance according to changes in the wearing condition and usage environment, you may notice fluctuations in the noise-cancelling effect.

Depending on the type of noise or if it is used in a very quiet environment, you may not feel the effect of noise canceling, or you may feel that some noise is increased.

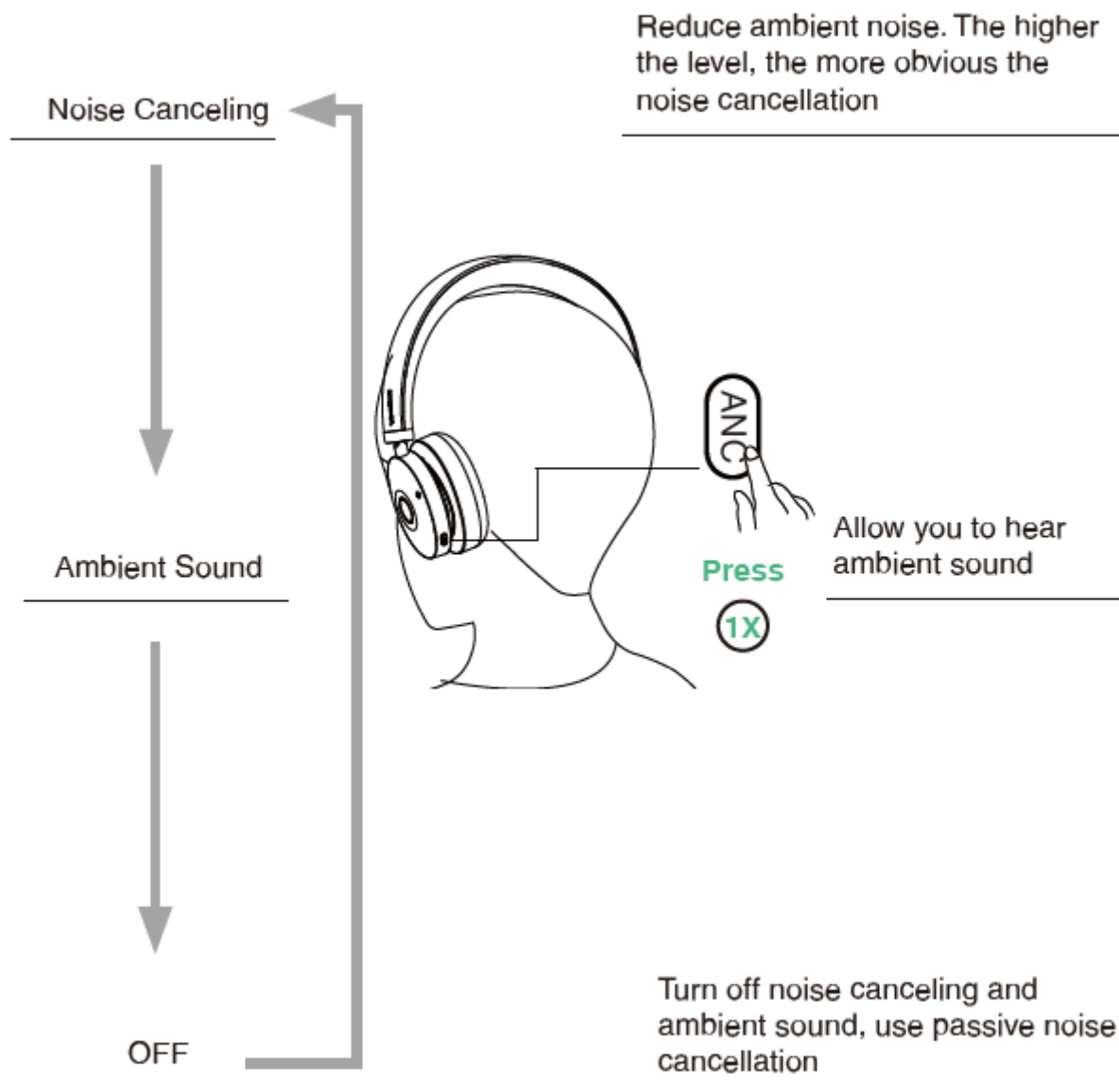
When you are wearing the headset, depending on how you wear the headset, the effect of noise canceling may be decreased, or a beeping sound (feedback) may be heard. In this case, take off the headset and put it on again.

The noise-canceling function works primarily on noise in the low-frequency band, such as vehicles and air conditioning. While noise is reduced, it is not completely canceled. When you use the headset in a car or a bus, noise may occur depending on street conditions.

Mobile phones may cause interference and noise. Should this occur, move the headset further away from the mobile phone.

Do not cover the microphones on the left and right units of the headset with your hand, etc. If they are covered, the effect of the noise canceling or the Ambient Sound Mode may not perform properly, or a beeping sound (feedback) may occur. If any of this is the case, remove your hands, etc., from the left and right microphones.

Use Noise Canceling



- You can set the level of noise cancellation on Yealink USB Connect (desktop client) or Yealink Connect (mobile app).
- If you are in noise-canceling mode, you might not hear the ambient sound. It depends on ambient conditions and the type or volume of audio playback.
- Do not use the headset in places where the inability to hear ambient sounds would be dangerous.

Deep ANC

Hold the ANC button for 2 seconds to enter the immersive mode (deep ANC), and the headset will offer stronger noise cancellation.



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.

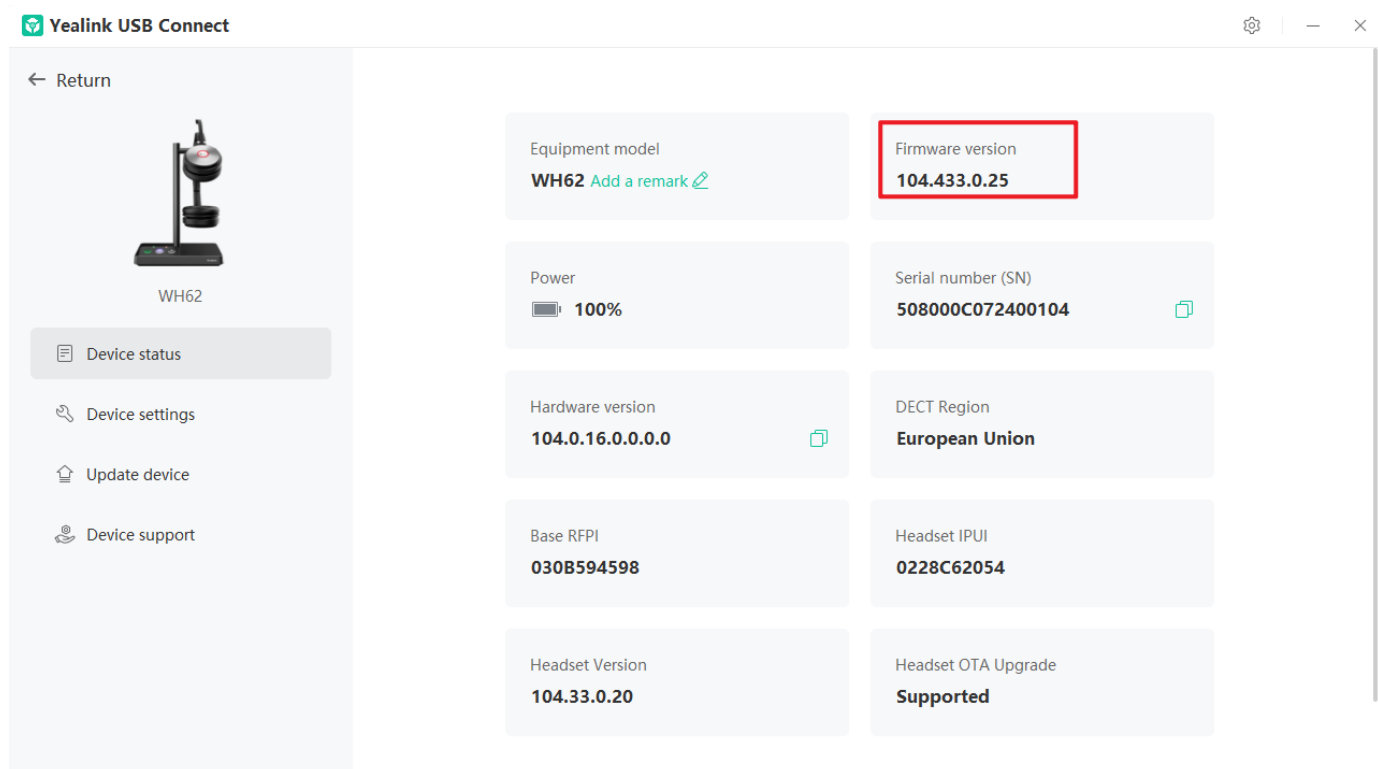
Check Firmware Version

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

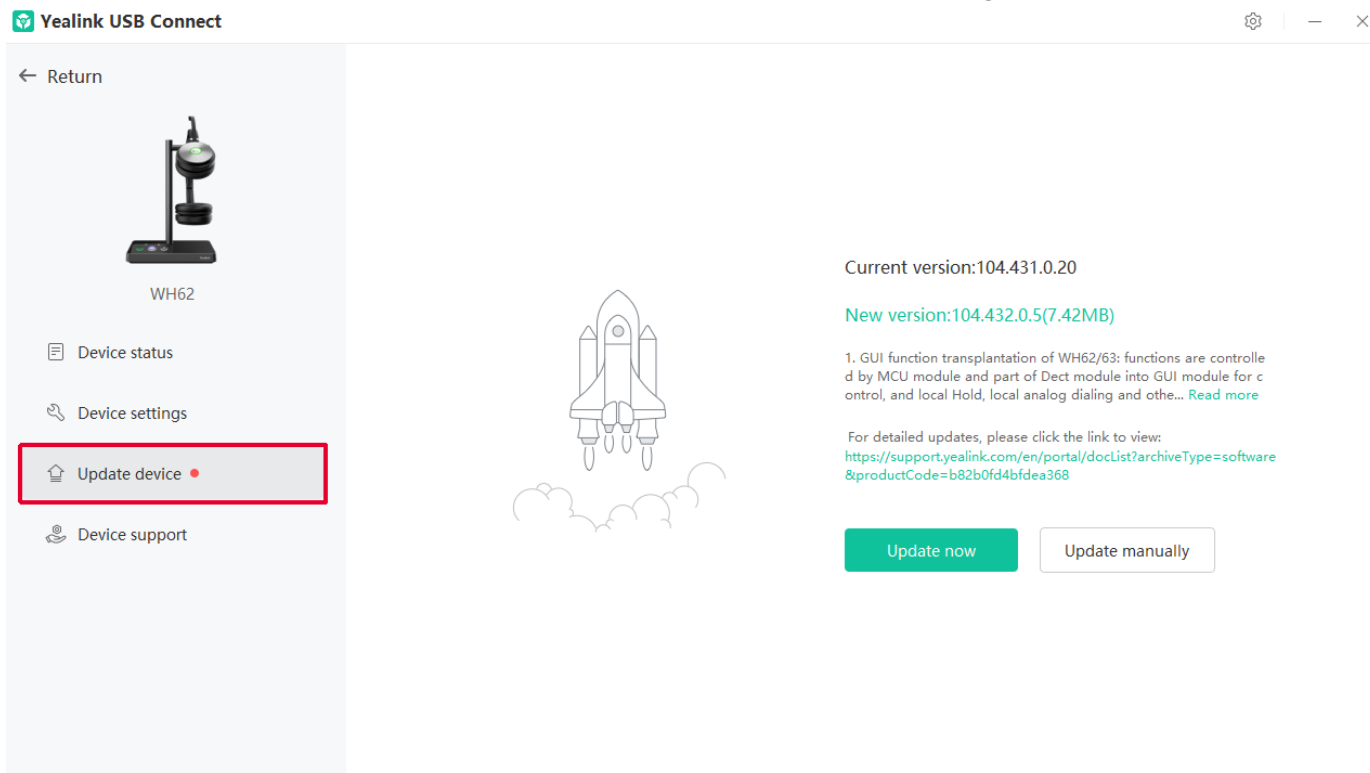
Before you begin

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.

Yealink USB Connect

← Return



WH62

- Device status
- Device settings
- Update device
- Device support

Equipment model WH62 Add a remark	Firmware version 104.433.0.25
Power 100%	Serial number (SN) 508000C072400104
Hardware version 104.0.16.0.0.0.0	DECT Region European Union
Base RFPI 030B594598	Headset IPUI 0228C62054
Headset Version 104.33.0.20	Headset OTA Upgrade Supported

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 .

USB Device

Device ID/Device Name/Host IP [Search](#) [More](#)

0 selected [Delete](#) [Site Settings](#) [Update Firmware](#) [Update Software](#) [Update Resource](#) [Update Configuration](#)

☐	Device ID	Model	Device Name	Host IP	Firmware Version	Status	Operati...
☐	508000C072400...	WH62	YL1425-A04705PC	10.86.3.55	104.420.0.35	Offline	Edit 
☐	506010C110000...	UVC20	YL2264-A04338PC	10.82.22.20	257.410.254.139	Offline	Edit 
☐	88008191190001...	CP900	YL2264-A04338PC	10.82.22.78	100.420.0.47	Offline	Edit 

3. Click **Update Firmware** to select the 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:

Execution Mode

☒ At once ☐ Timing

104.435.0.10

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

- [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.

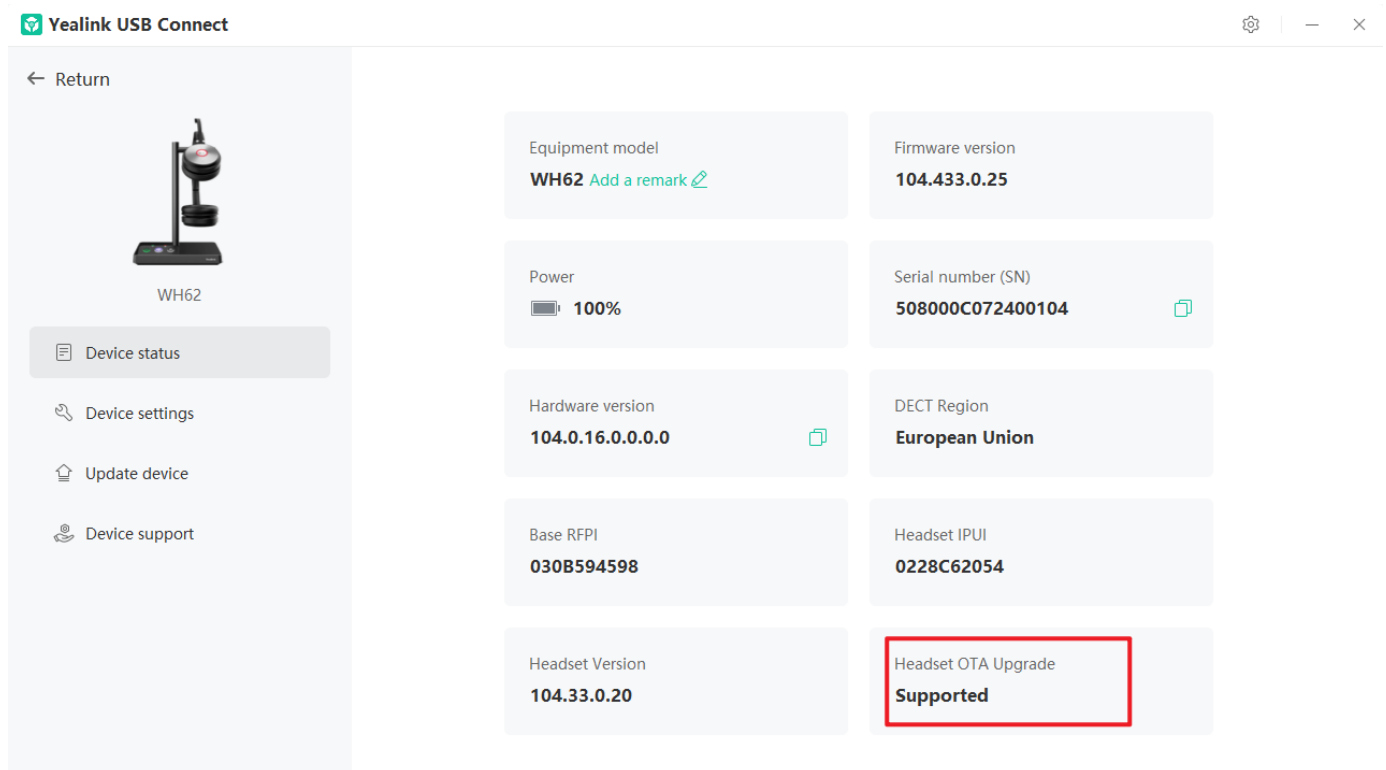
OTA Update Headset

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

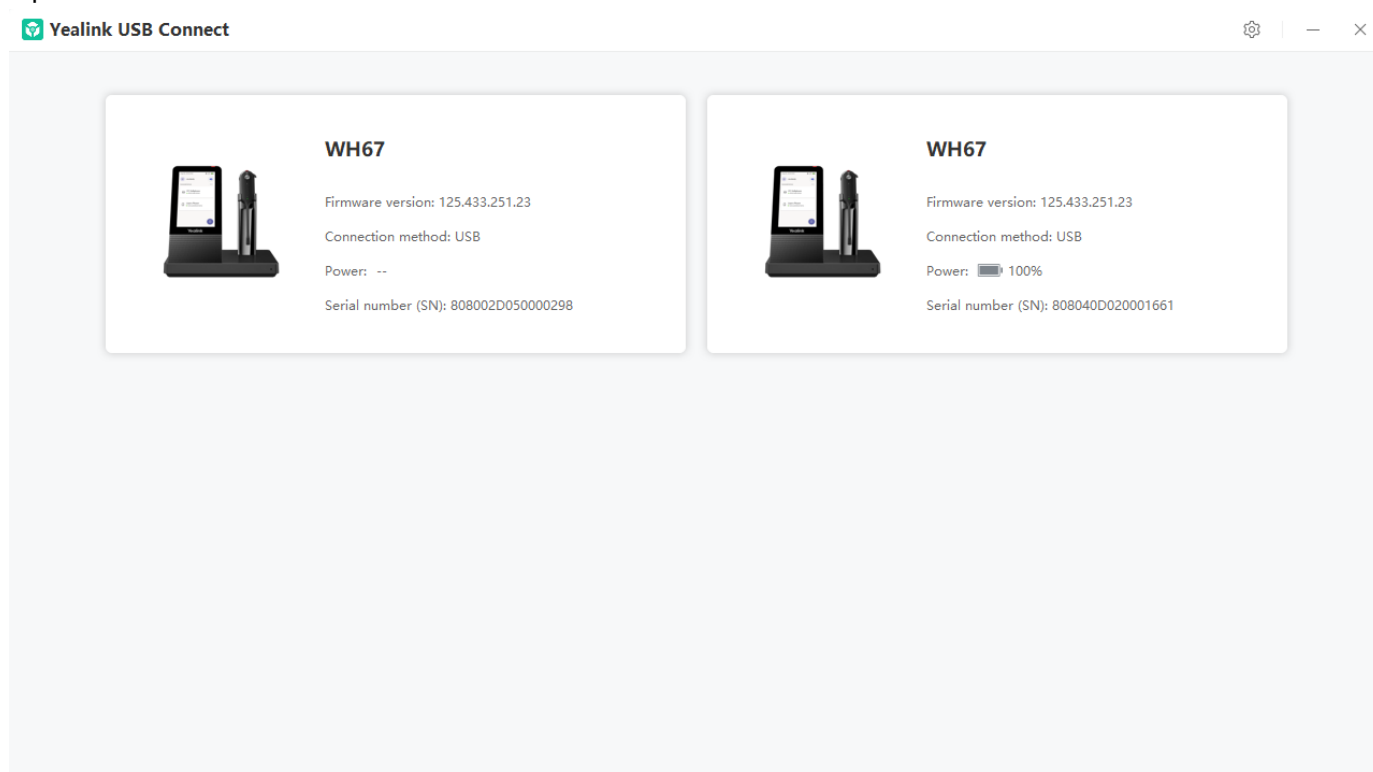
You can use the Yealink USB Connect to upgrade the same model of headsets in bulk. Bulk updates require at least two headsets of the same model to be connected, and up to six can be connected.

Bulk Update WH6X

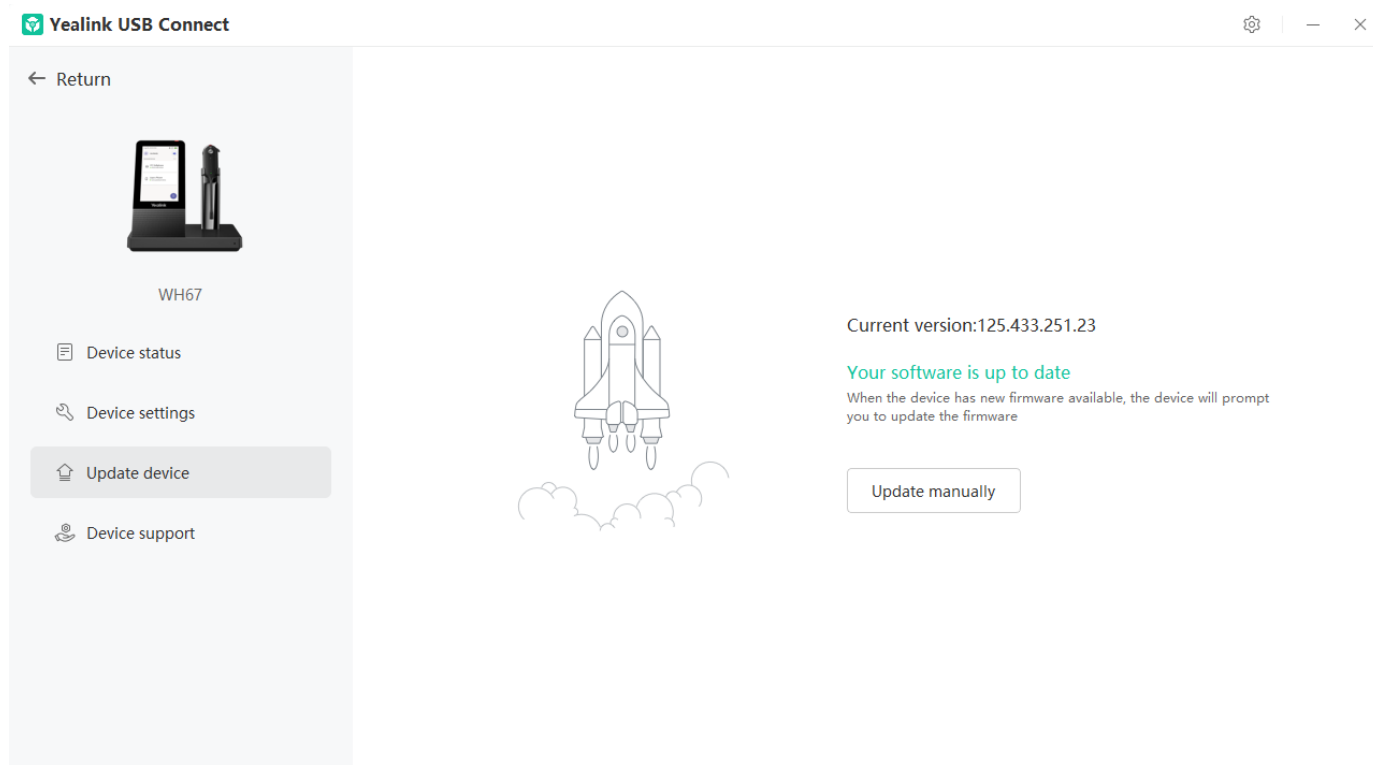
1. Connect more than two WH6X to the PC.

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

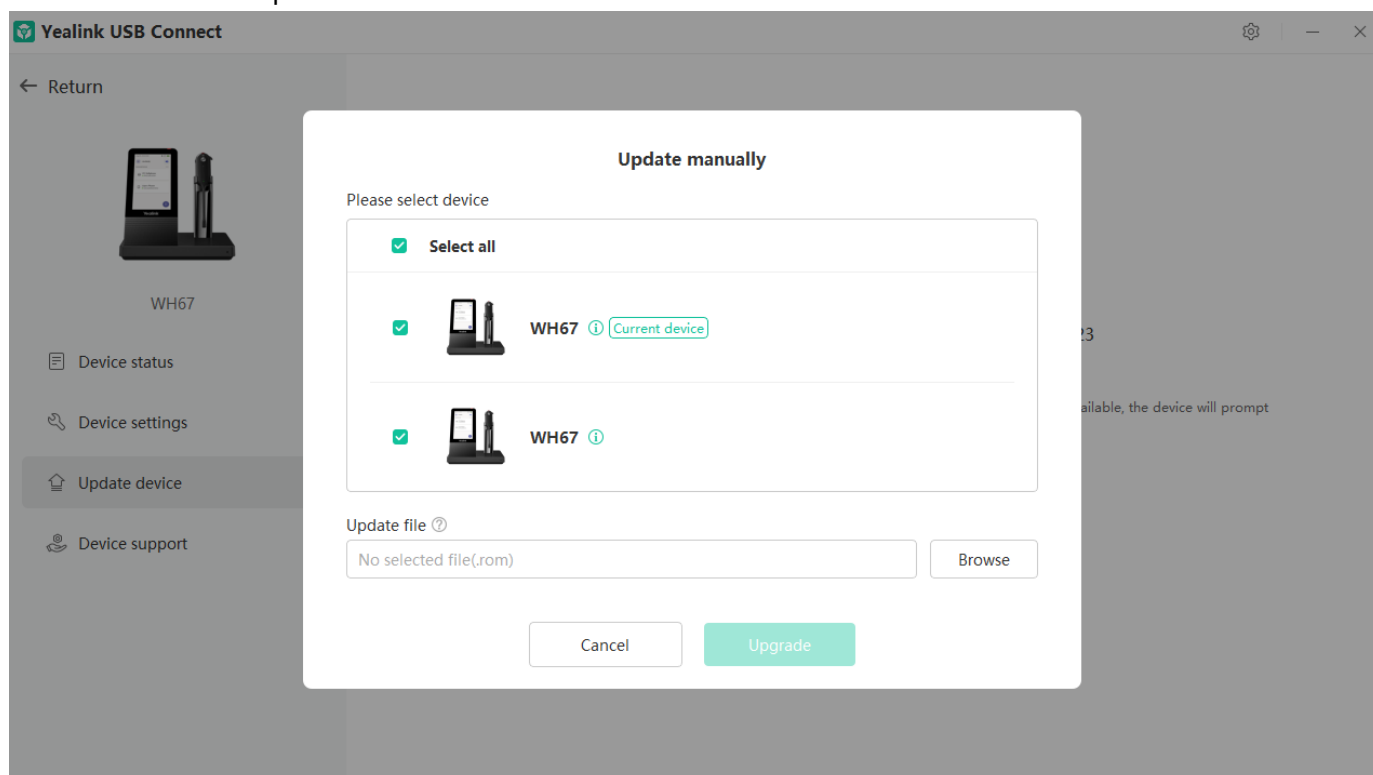
2. Open the [Yealink USB Connect](#) software and select the desired device CARD.



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



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

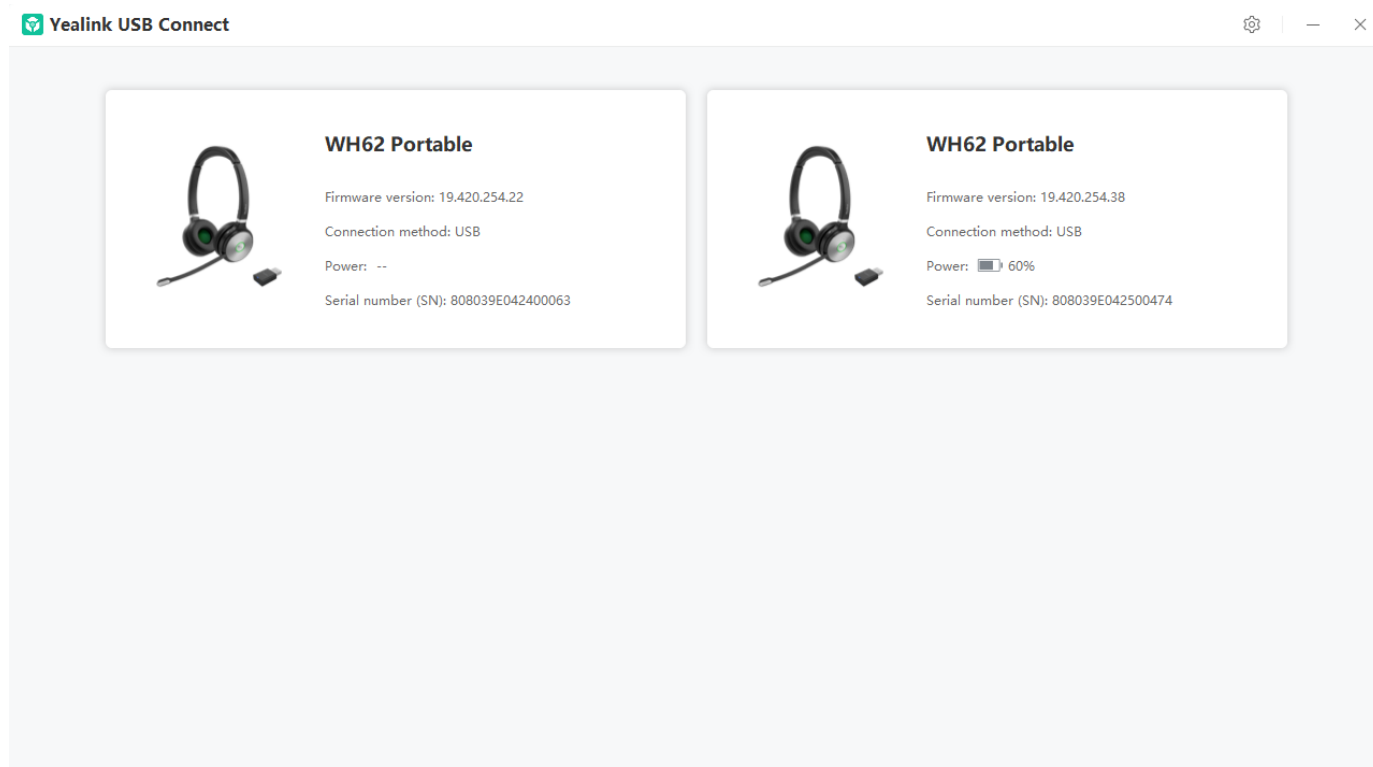


Bulk Update WH6X Portable

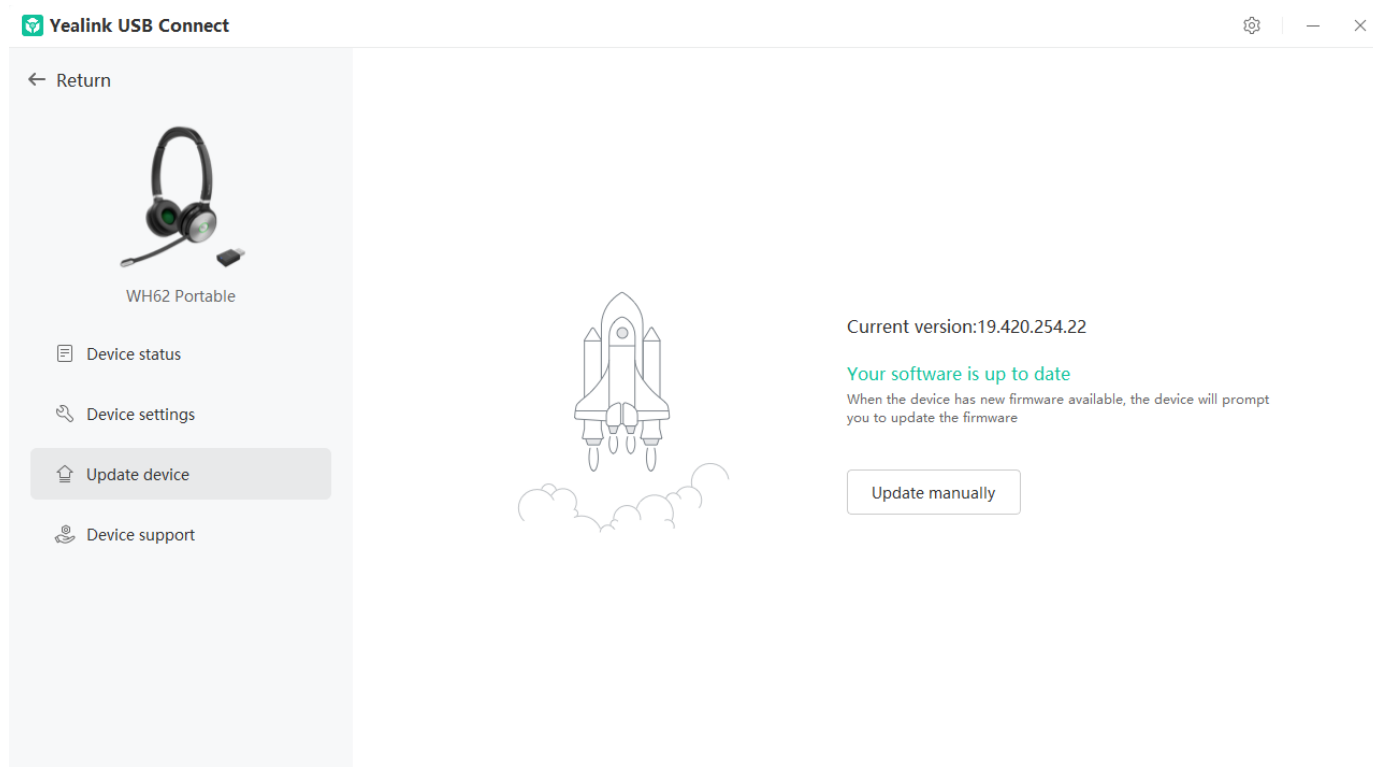
1. Connect more than two WDD60 to the PC.

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

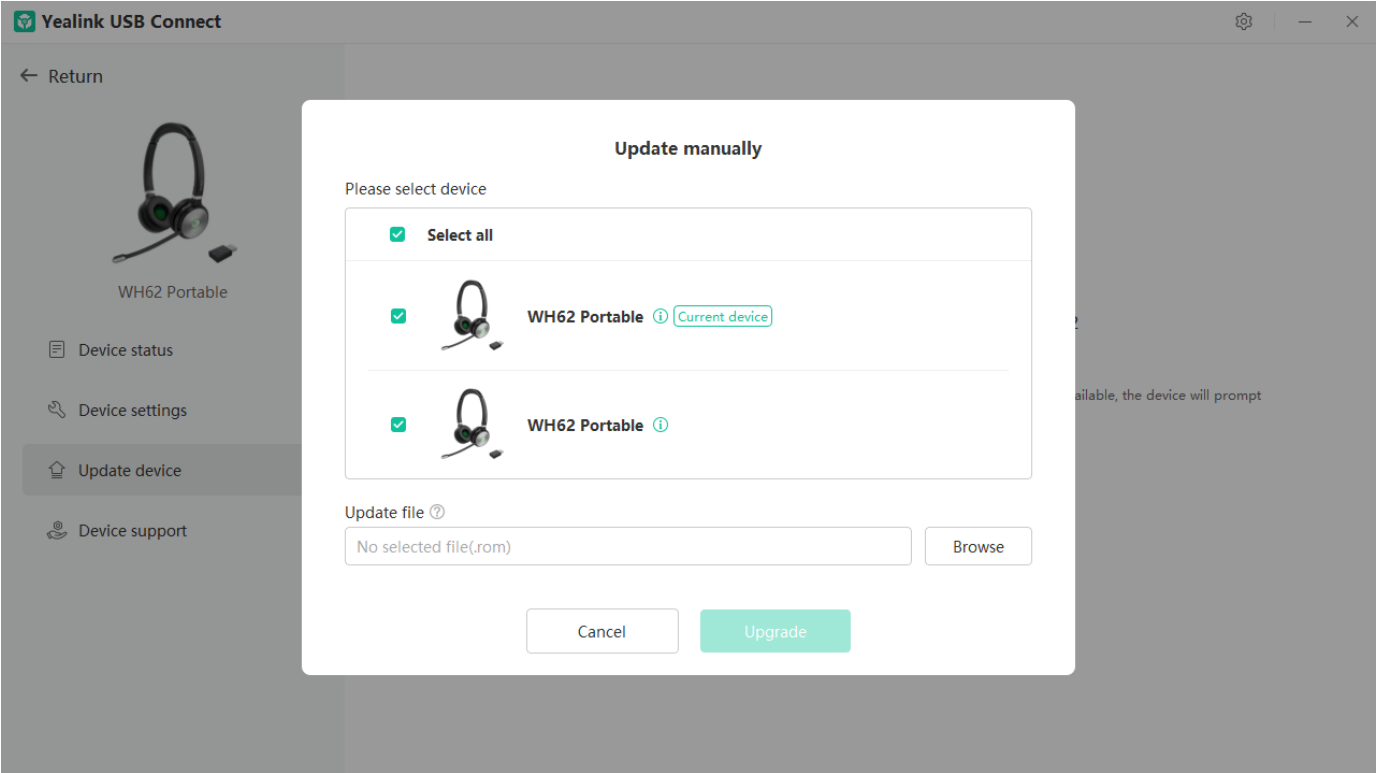
2. Open the [Yealink USB Connect](#) software and select the desired device CARD.



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



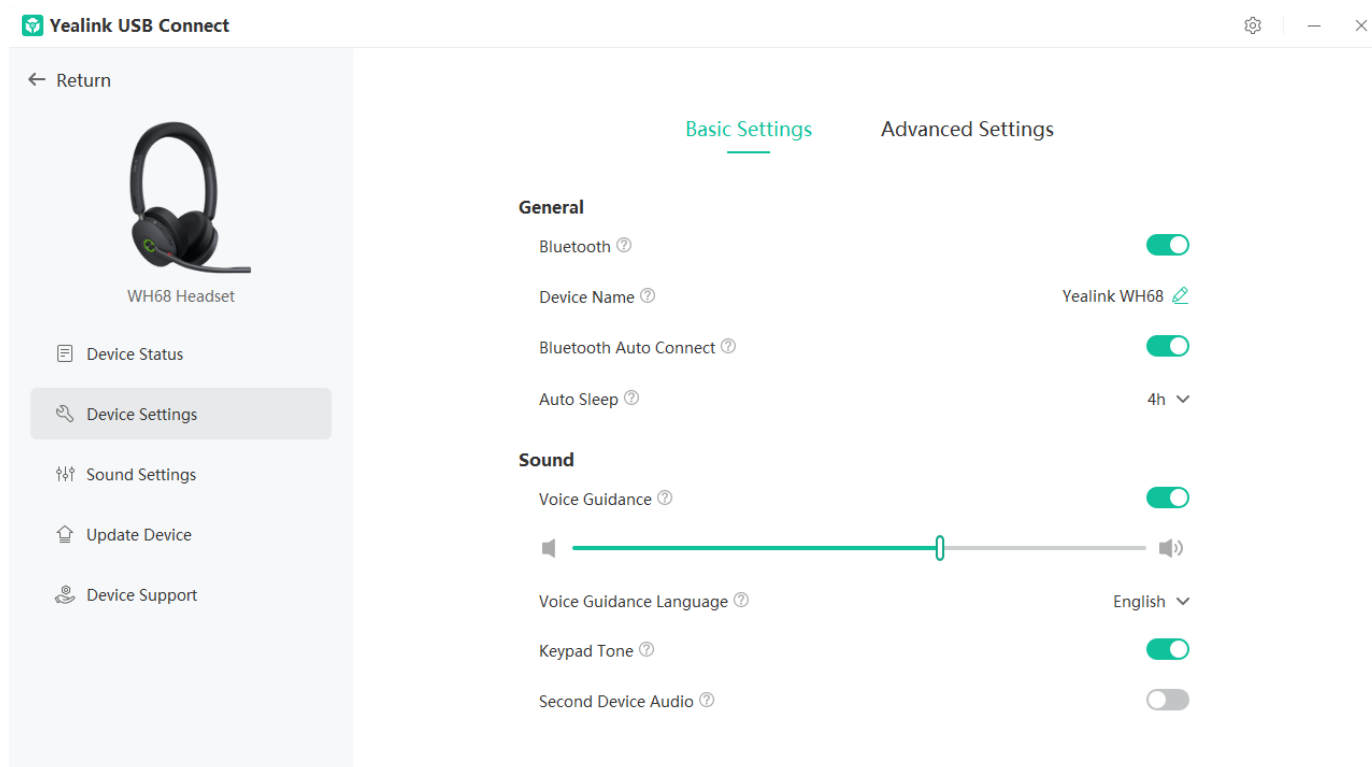
4. Click **Select all** to update all devices.



Basic Settings

You can change the basic settings of the headset via the [Yealink USB Connect](#).

Go to **Device settings > Basic Settings**.



Yealink USB Connect

← Return

WH68 Headset

Device Status

Device Settings

Sound Settings

Update Device

Device Support

Basic Settings | Advanced Settings

General

- Bluetooth ☒
- Device Name Yealink WH68
- Bluetooth Auto Connect ☒
- Auto Sleep 4h

Sound

- Voice Guidance ☒
- Voice Guidance Volume
- Voice Guidance Language English
- Keypad Tone ☒
- Second Device Audio ☐

Function	Description
Bluetooth	Enable/disable Bluetooth.
Device Name	User-defined name of the Bluetooth device will take effect immediately after modification.
Bluetooth Auto Connect	Automatically reconnect to the terminal device upon power-on.
Auto Sleep	Set the time for the headset to enter sleep mode when there is no device connected. <div> When the sleep time is over, the headset will reconnect to the paired device. </div>
Voice Guidance	Enable/disable the voice guidance.
Voice Guidance Language	Select the voice guidance from a language list. The default language is English. <ul style="list-style-type: none"> • English • German

	<ul style="list-style-type: none">• French• Spanish
Keypad Tone	Enable/disable the paired headset to produce a sound when pressing the keys.
Status Tone Type	Select the type of status tone. <ul style="list-style-type: none">• Voice• Ringtones• Off
Second Device Audio	Set the playback priority for multi-device music. <ul style="list-style-type: none">• Disable (First play priority): The headset is connected to device 1 and device 2. Device 1 plays music first, device 2 plays music later, and the headset still only plays the music of device 1.• Enable (Last play priority): The headset is connected to device 1 and device 2. Device 1 plays music first, device 2 plays music later, and the headset will play the music of device 2.

Advanced Settings

You can change the advanced settings of the headset via the [Yealink USB Connect](#).

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

Yealink USB Connect

← Return

WH68 Headset

Device Status

Device Settings

Sound Settings

Update Device

Device Support

Basic Settings **Advanced Settings**

General

- Smart Mute Reminder ☒
- Mute Detection Interval 20s ▼
- Platform UC ▼

Calling

- Predial Feature ☒
- MFB Once to Second Call Answer new incoming call ▼
- Auto Play/Pause ☒
- Auto Answer When Boom Drop ☒
- Equalizer for Calls Normal ▼
- Sidetone Level ?

General Settings

Function	Description
Smart Mute Reminder	If you try to talk while your mic is muted, the headset will alert you.
Mute Detection Interval	Adjust the mute detection interval.
Platform	Change the platform between UC and Teams.

Calling Settings

Function	Description
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. <ul style="list-style-type: none"> • End current call only • Answer new incoming call (with a check mark)
Auto Play/Pause	You can play/pause the music by putting on/taking off the headset.

Auto Answer When Boom Drop	When there is a new call, you can answer it by putting down the microphone arm.
Sidetone Level	You can use this setting to adjust the volume of your voice heard during a call.
Equalizer for Calls	Select an audio preference to use for all calls. The default equalizer is Normal. <ul style="list-style-type: none">• Normal: The bass and treble are balanced.• Bass: The bass is enhanced.• Treble: The treble is enhanced.

Headset Busylight

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

Hearing Protection

Function	Description
Anti- Startle Protection	Select to automatically adjust the volume level in the headset to limit your daily exposure to excessive audio volume. The headset always protects against sound spikes. <ul style="list-style-type: none">• Peak Block Protection• Australian G616 Protect

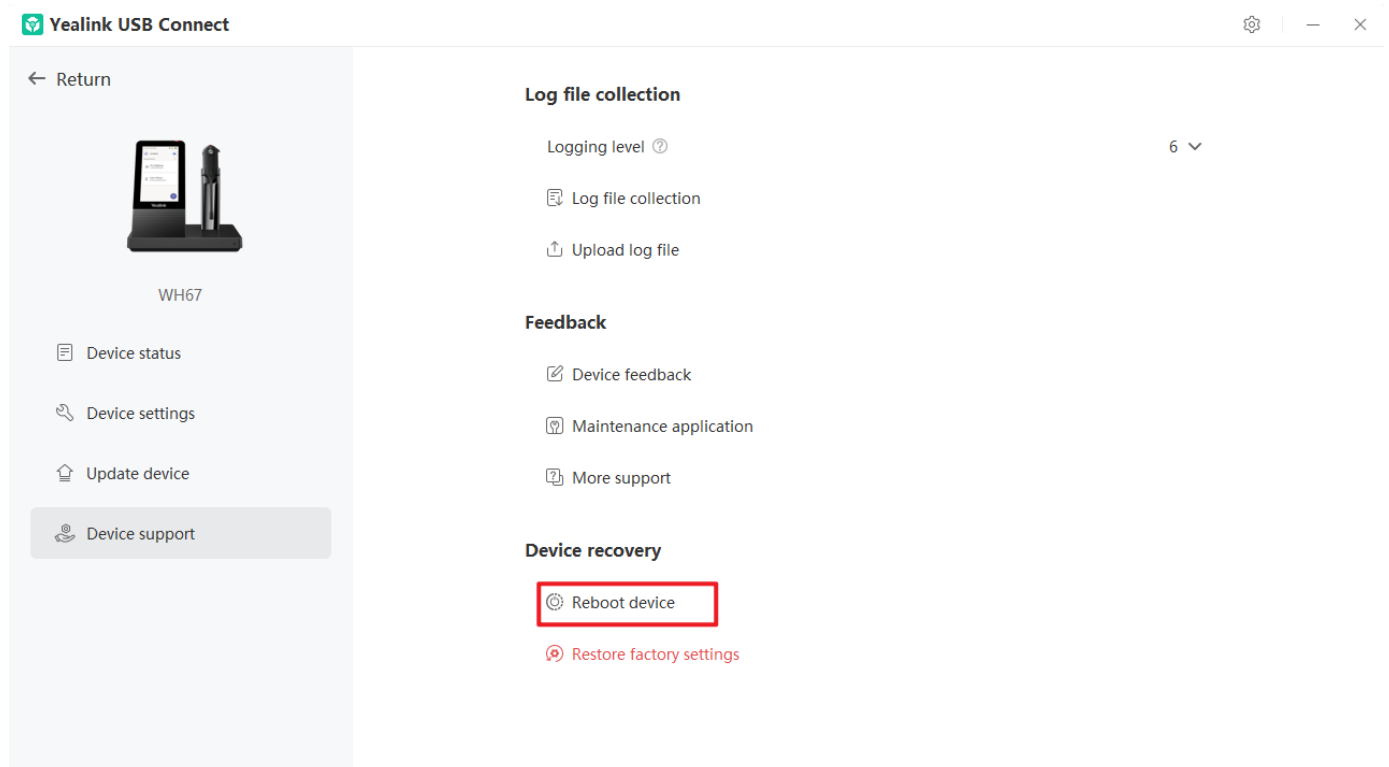
Reset or Reboot or Recovery Mode

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**.

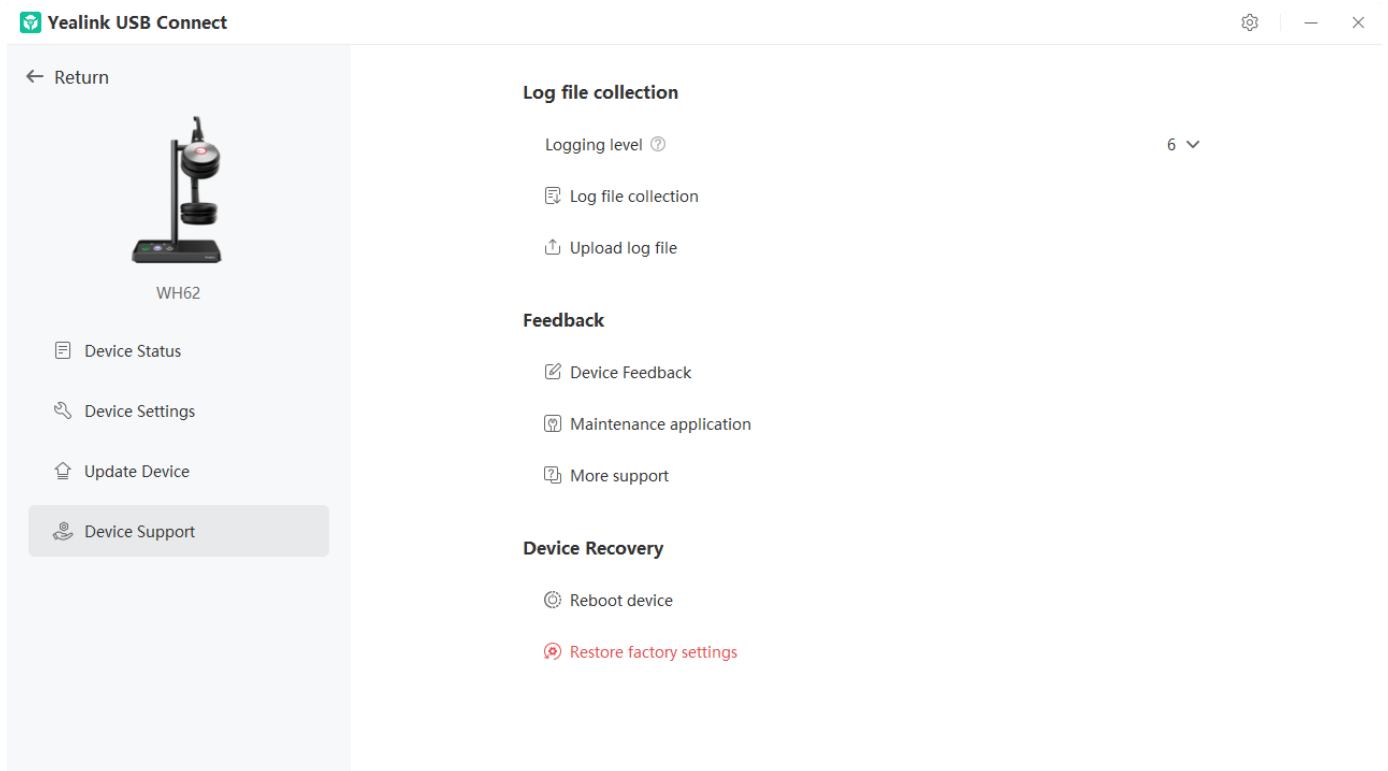


Factory Reset

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
 - Tap .
 - Go to **Settings > Advanced Settings > Reset configuration**.

■ For the UC version

- Tap .
- 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:**

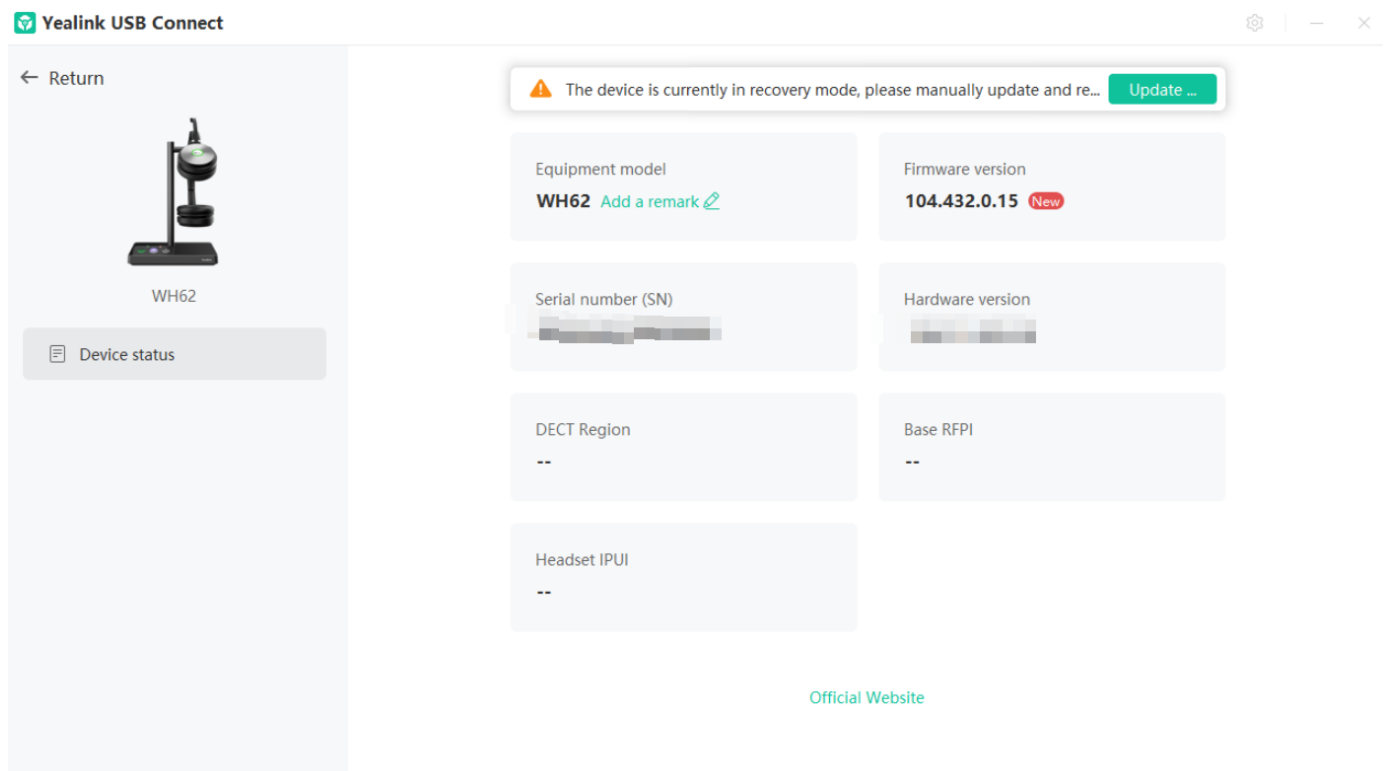
- a. Connect the WH66/7 Base to a power source.
- b. Unplug the power source when you see the "Welcome" displayed on the screen for 2 seconds. Repeat this process 5 times.
- c. On the 6th power-on, the headset will enter recovery/update mode.

- **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
Firefox	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.