Yealink

The Yealink **WH66** is a premium DECT wireless headset that integrates seamlessly with PCs, IP phones, and mobile devices. It includes an advanced base station with a touchscreen for configuration and control. Here's how to set up and use the Yealink **WH66**:

1. Unbox and Prepare

- **Ensure your package includes:**
  - Charging base station
  - USB cables
  - Power adapter
  - Quick Start Guide
  - Optional accessories (e.g., ear hooks, headband)

2. Connect the Base Station

- **Power Connection:** Connect the power adapter to the base station and plug it into a power outlet.
- **Device Connections**
  - **PC:** Use the included USB cable to connect the base station to your computer.
  - **IP Phone:** Connect the base station to your Yealink phone via the USB cable.
  - **Mobile Device:** Pair your mobile device to the base station using Bluetooth (steps below).
- **Account Setup:** Navigate to the "Account" tab to configure SIP account details provided by your service provider.

3. Power On and Charge the Headset

- Place the headset on the base station to charge it.
- Ensure the headset is fully charged before initial use (charging indicator will turn solid when complete).

4. Connect Devices

- **Pairing with Bluetooth Devices (Mobile Phone/Tablet)**
  1. On the base station's touchscreen, go to *Settings > Bluetooth*.
  2. Enable Bluetooth and set the base station to pairing mode.
  3. On your mobile device, enable Bluetooth and search for the base station.
  4. Select the Yealink WH66 from the list and complete pairing.
- **PC Integration**
  - Download and install the Yealink USB Connect software from ***Yealink's website.***
  - Configure and manage the WH66 through the software, ensuring compatibility with softphones (e.g., Microsoft Teams, Zoom).

5. Configure the Headset

- **Microsoft Teams Mode**
  - If using Teams, set the WH66 to **Teams Mode** via the touchscreen or Yealink USB Connect software.
  - The Teams button on the base station will give you quick access to Teams features.
- **Unified Communications (UC) Mode**
  - For other softphones, select **UC Mode** for broader compatibility.

6. Using the WH66

- **Call Management**
  - **Answer/End Calls:** Use the headset's call control button or the base station touchscreen.
  - **Mute/Unmute:** Press the mute button on the headset or toggle it via the touchscreen.
  - **Adjust Volume:** Use the volume controls on the headset or touchscreen.
  - **Switch Audio Sources:** Tap the source icons on the base station touchscreen to toggle between PC, mobile, and phone.
- **Busylight Integration**
  - The WH66 supports a busylight (sold separately) to indicate your call status.
- **Touchscreen Functions**
  - Use the touchscreen to manage calls, adjust settings, and switch modes between devices.

7. Advanced Features

- **Acoustic Shield Technology:** Automatically filters background noise for clear audio.
- **Dual Device Connection:** Seamlessly switch between two devices (e.g., PC and mobile phone).
- **Conference Calls:** Use the base station to connect multiple devices for a conference.

8. Troubleshooting

- **No Sound**
  - Check device connections and ensure the correct audio source is selected.
  - Verify that the headset is not muted.
- **Bluetooth Pairing Issues**
  - Restart Bluetooth on both the base station and your mobile device.
  - Clear any previous pairings and try reconnecting.
- **Poor Call Quality**
  - Ensure the headset is within the DECT range of the base station.
  - Update firmware using Yealink USB Connect for improved performance.

9. Firmware Updates

- Regularly update the WH66 and base station firmware via the Yealink USB Connect software to enhance compatibility and add new features.