Yealink WH66

Yealink WH66 Wireless DECT Headset (Mono) Instruction Manual

Model: WH66 Mono-Teams Certified

1. PRODUCT OVERVIEW

The Yealink WH66 Wireless DECT Headset is a Teams-certified, single-ear (mono) headset designed for office use, offering versatile connectivity and advanced audio features. It connects to PCs, desk VoIP phones via USB, and smartphones via Bluetooth. Key features include a 4.0-inch touch screen, a full-duplex speakerphone, and a noise-canceling dual microphone with Acoustic Shield Technology for clear communication.

Image: The Yealink WH66 Wireless DECT Headset with its workstation base, featuring a touch screen and a mono headset.

Key Features:

- **Teams Certified:** Seamless integration with Microsoft Teams for call control, muting, and answering calls directly from the headset, base touch screen, or computer.
- **3-Way Connectivity:** Connects to PC, desk VoIP phones (via USB), and smartphones (via Bluetooth) for flexible call management.
- **Crystal Speakerphone:** Integrated full-duplex speakerphone on the base for hands-free communication, ideal for home office environments.
- **Comfortable & Extended Range:** Lightweight design (80g) with an adjustable headband and soft ear cushion for all-day comfort. Offers a roaming range of up to 525 ft.
- **Noise-Canceling Microphone:** Dual-mic setup with Acoustic Shield Technology effectively blocks background noise, ensuring clear voice transmission.

2. PACKAGE CONTENTS

Ensure all items are present in your package:

- Yealink WH66 Wireless DECT Headset (Mono)

- Headset Base with 4.0-inch Touch Screen
- USB Cable
- User Manual

3. SETUP GUIDE

3.1 Connecting to a PC

To connect your Yealink WH66 headset base to a PC:

1. Locate the USB port on the headset base labeled "PC".
2. Connect one end of the provided USB cable to the "PC" port on the base.
3. Connect the other end of the USB cable to an available USB port on your computer.
4. The PC button LED on the base will illuminate, indicating a successful connection.
5. Ensure the headset is set as the default audio device in your computer's sound settings and your preferred softphone application (e.g., Microsoft Teams).
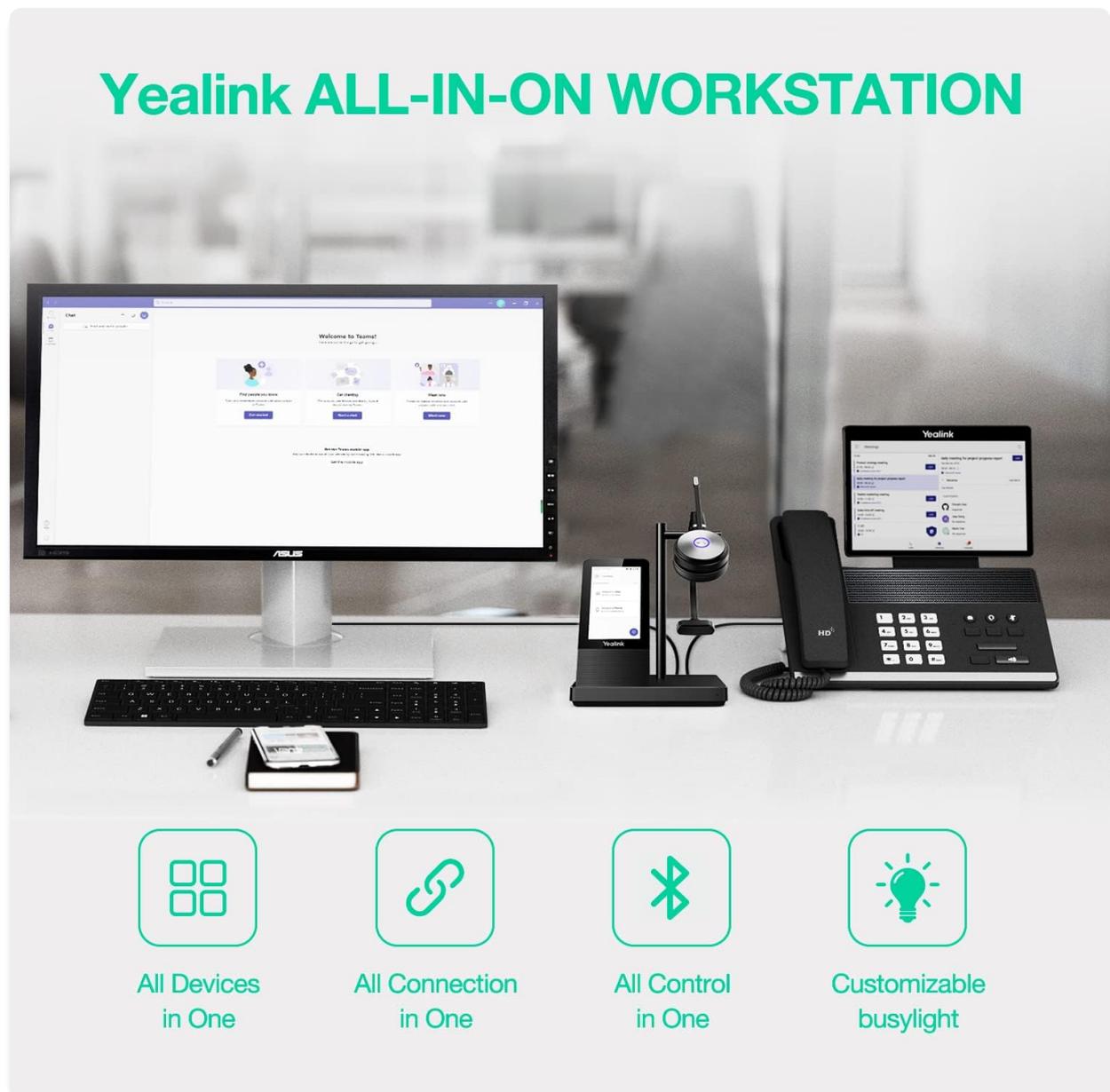

Image: The Yealink WH66 headset base connected to a laptop via USB cable.

3.2 Connecting to a Desk Phone

To connect your Yealink WH66 headset base to a desk VoIP phone:

1. Locate the USB port on the headset base labeled with a phone icon.

2. Connect one end of the provided USB cable to this phone port on the base.

3. Connect the other end of the USB cable to an available USB port on your desk phone.

4. Alternatively, for certain Yealink desk phones (e.g., T3 series), an EHS35 adapter may be required for remote call control. Connect the EHS35 adapter to the headset port on the desk phone and then to the base.

5. The Phone button LED on the base will illuminate, indicating a successful connection.

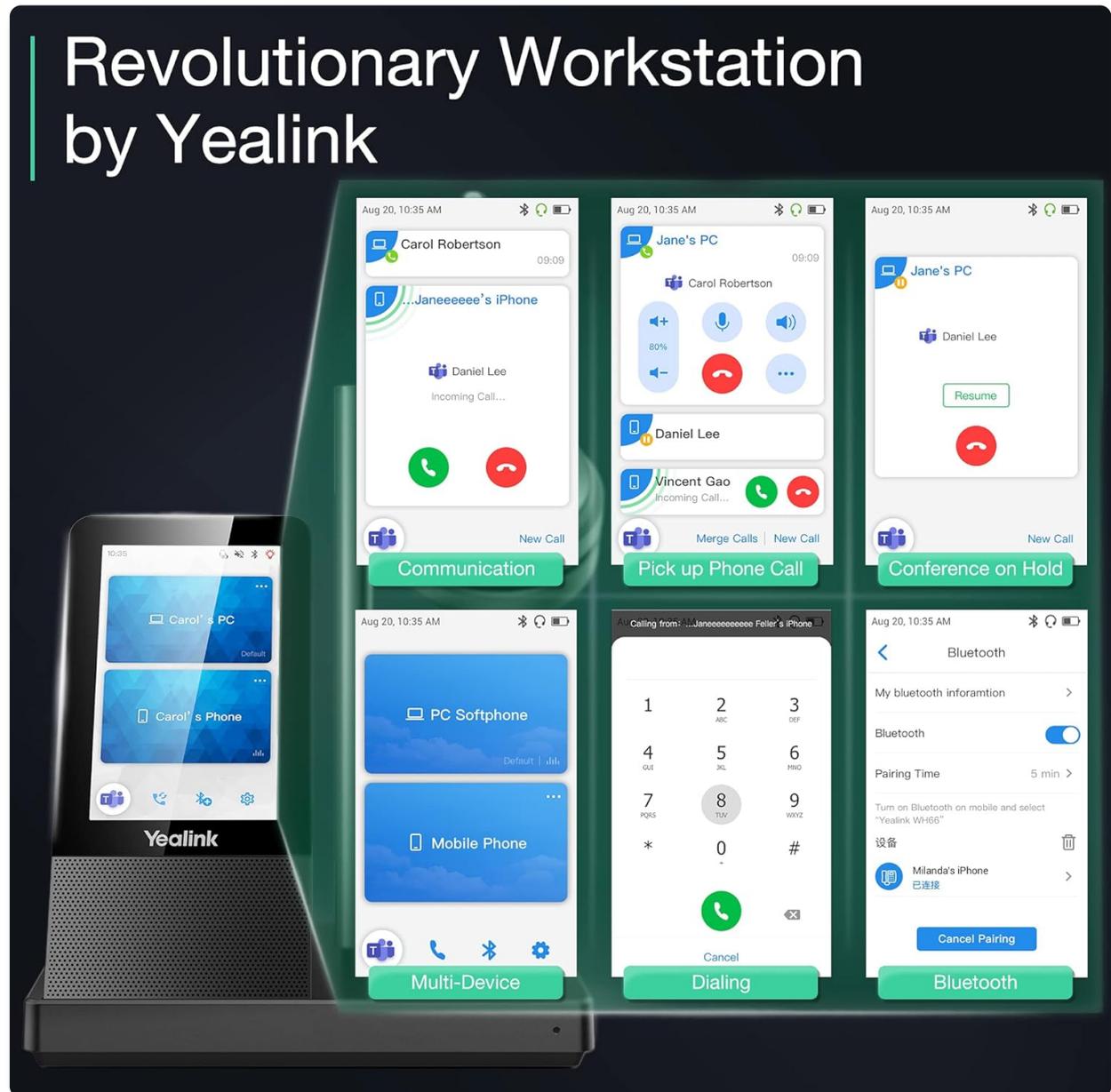6. Ensure the desk phone's settings are configured to use the headset for ringing and audio.

Image: The Yealink WH66 headset base connected to a desk phone.

3.3 Pairing with a Mobile Device

The headset base supports Bluetooth connectivity for mobile devices:

1. On the headset base's touch screen, navigate to the Bluetooth settings.

2. Ensure Bluetooth is enabled on the headset base. You may also modify the device name for easy identification.

3. On your mobile device, enable Bluetooth and search for available devices.

4. Select the Yealink WH66 from the list of available devices to pair.

5. Once paired, a mobile phone card will appear on the headset base's touch screen, indicating successful connection.

Image: The Yealink WH66 headset base with a mobile phone placed on an optional wireless charger.

3.4 Wearing Styles

The WH66 headset is designed for comfort and can be adjusted to fit your preference:

1. Adjust the headband to ensure a snug yet comfortable fit over your head.

2. Position the microphone boom arm so that it points towards your mouth, approximately 0.5 inches away, for optimal voice pickup.

3. The microphone boom is bendable, allowing you to fine-tune its position.

Image: A woman wearing the Yealink WH66 headset, demonstrating proper microphone positioning.

4. OPERATING INSTRUCTIONS

4.1 Call Management

The WH66 offers multiple ways to manage your calls:

- **Answering/Rejecting Calls:** You can answer or reject incoming calls directly from the headset's button, the base's touch screen, or your connected PC/desk phone interface.
- **Muting:** Flip the microphone boom up to automatically mute, or use the dedicated mute button on the headset or the touch screen.
- **Multi-way Calls:** Manage multiple calls simultaneously, including answering new calls while holding current ones, or merging calls for conferencing.
- **Redialing:** Quickly redial the last number from the touch screen or headset.

4.2 Touch Screen Operations

The 4.0-inch touch screen on the base provides intuitive control over your headset and calls:

- **Dial Pad:** Use the on-screen dial pad to make calls directly.
- **Call Control:** Answer, end, hold, mute, and switch calls with a tap.
- **Settings:** Access basic and advanced settings to customize your headset experience, including wireless range, voice announcements, and auto-answer features.
- **Device Management:** View connected devices (PC, mobile, desk phone) and switch between them.

Image: A close-up view of the Yealink WH66 headset base's touch screen interface.

4.3 LED Indicators

The headset and base feature LED indicators to communicate status:

- **Ringing:** LED flashes red.
- **In a Call:** Busylight (if connected) glows red.
- **Battery Status:** Red flashing LED for low battery (0-19%), green flashing for charging (20-100%), solid green for fully charged.
- **Teams Connection:** LED glows purple when connected to Teams. Flashes purple for missed calls/voice messages.
- **Out of Range:** LED flashes orange.

5. MAINTENANCE

5.1 Replacing Ear Cushions

To maintain hygiene and comfort, ear cushions can be replaced:

1. Gently pull off the old ear cushion from the headset.
2. Align the new ear cushion with the headset and press firmly to secure it.

5.2 Firmware Updates

Keep your headset updated for optimal performance and new features:

1. Download the Yealink USB Connect client from the official Yealink support website.
2. Connect your headset base to your PC via USB.
3. Launch the Yealink USB Connect client. It will detect your device and show its current firmware version.
4. You can check for updates automatically or manually upload firmware files downloaded from the Yealink support site.
5. The headset will automatically update firmware when docked in the base. The LED will flash red and green alternatively during the update process.

6. TROUBLESHOOTING

If you encounter issues with your Yealink WH66 headset, consider the following general troubleshooting steps:

- **No Audio/Microphone Issues:** Ensure the headset is selected as the default audio device in your computer's sound settings and softphone application. Check all cable connections.
- **Bluetooth Pairing Problems:** Ensure Bluetooth is enabled on both the headset base and your mobile device. Try unpairing and re-pairing the device.
- **Limited Range:** Ensure there are no major obstructions (e.g., thick walls, metal objects) between the headset and the base. Avoid interference from other wireless devices.
- **Call Control Not Working:** Verify that the headset is properly integrated with your softphone (e.g., Teams certified). Check for firmware updates.
- **Headset Not Charging:** Ensure the headset is correctly docked in the base and the base is powered. Check the charging contacts.

For more detailed troubleshooting guides and FAQs, please visit the official Yealink support website.

7. PRODUCT SPECIFICATIONS

Feature	Specification
Model Name	Yealink WH66 Mono Teams
Connectivity Technology	DECT Wireless & Bluetooth
Wireless Communication Technology	Bluetooth
Headphones Jack	USB

Item Weight	1.05 pounds (478 Grams)
Product Dimensions	5.91 x 7.09 x 3.94 inches
Battery Life	8 Hours (Talktime: 13H)
Roaming Range	Up to 525 ft
Noise Control	Active Noise Cancellation
Control Method	Touch
Special Feature	Lightweight

8. WARRANTY AND SUPPORT

Your Yealink WH66 Wireless DECT Headset comes with a manufacturer's warranty. For warranty claims, technical support, or to find answers to frequently asked questions, please refer to the official Yealink support resources.

- **Online Support:** Visit the Yealink Support Website for knowledge base articles, FAQs, and troubleshooting guides.
- **Firmware Updates:** Regularly check the support website for the latest firmware updates to ensure optimal performance and access to new features.

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Video: Frequently Asked Questions on Yealink WH series headsets, provided by Yealink Direct Store.