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› [Yealink](#) /

› [Yealink WH64 DECT & Bluetooth Dual Teams Wireless Headset Instruction Manual](#)

Yealink WH64 Dual-Teams

Yealink WH64 DECT & Bluetooth Dual Teams Wireless Headset

Model: WH64 Dual-Teams | Brand: Yealink

1. SETUP

1.1 What's in the Box

The Yealink WH64 headset package includes the following components:

- Dual or Mono Headset
- WHB640 Base
- Power Adapter
- Drawstring Bag & User Manual
- 1* 1.2m USB C to USB A cable + 1* 0.8m Micro USB to USB A cable

WHAT'S IN THE BOX

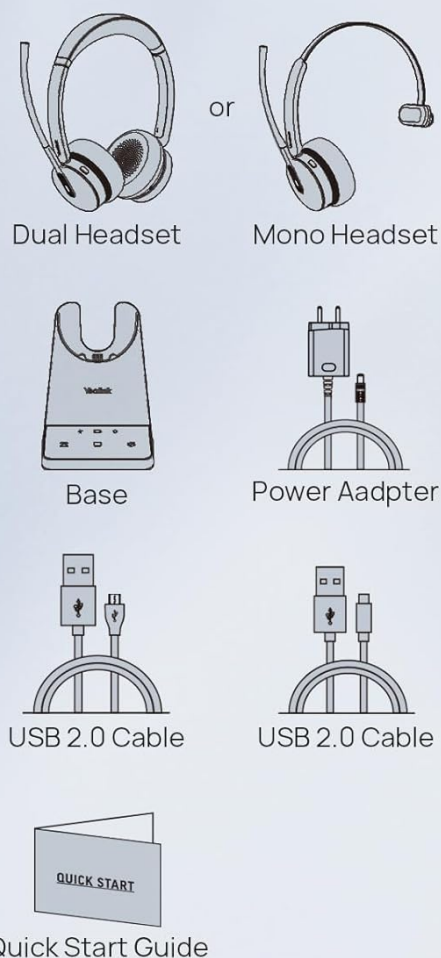


Figure 1: Package contents of the Yealink WH64 headset.

1.2 Power On/Off

To power on the headset, slide the power switch to the 'on' position. The LED indicator will show a green light for 2 seconds. To power off, slide the switch to the 'off' position; the LED will show a red light for 2 seconds.

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Video 1: Demonstrates how to power on and off the Yealink WH64 headset, along with connecting the power adapter to the base.

1.3 Connection

The WH64 headset supports both DECT and Bluetooth connections, allowing seamless integration with multiple devices.

1.3.1 Bluetooth Connection (Mobile)

To connect to a mobile device:

1. Turn on your mobile device's Bluetooth.

2. On the headset, toggle the power button to the Bluetooth side and hold for 3 seconds to enter pairing mode.
3. Select "Yealink WH64" from the list of available devices on your mobile phone.

Note: A headset can only be paired with one Bluetooth device at a time. The Bluetooth range is up to 50 meters.

1.3.2 DECT Connection (PC and Phone)

The DECT base allows connection to your PC and IP phone. The DECT technology provides a superior range of up to 606 feet.

1. Dock the headset to the base. The LED indicator will show a blue light for 5 seconds after successful pairing.
2. Use the provided USB cable to connect the headset base to your PC.
3. Connect the base to your IP phone via a telephone cable (optional) or EHS62 adapter (optional) for call control.

YEALINK ALL-IN-ONE WORKSTATION

Plug & Play Headset easy to Multi-Devices Connection and Multi-scenario application



Figure 2: The WH64 headset's all-in-one workstation setup, connecting to PC, phone, and mobile.

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Video 2: Overview of the Yealink WH64 Bluetooth and DECT wireless headset with its base, demonstrating connectivity options.

2. OPERATING INSTRUCTIONS

2.1 Wearing the Headset

For optimal comfort and call quality, adjust the headset as follows:

- Adjust the headband to fit comfortably on your head.
- Pull down the microphone boom arm and adjust its position near your mouth for optimal call quality.
- The headset supports both left and right-side wearing. The boom arm is free to rotate 280 degrees, allowing you to place the earpiece on your preferred side.
- For the mono headset, place the headband over your head with the headset positioned against your preferred ear and the T-bar positioned just above the opposite ear. The T-bar should be placed high on the head.



Figure 3: The headset's active noise cancellation features, highlighting the 3-mic system.

2.2 Call Control

The headset features intuitive controls for managing calls:

- **Incoming Call (Headset):** Click the Multi-Function Button (MFB) or pull down the microphone arm to answer. Double-click the MFB to reject.
- **Incoming Call (Phone Calls via Base):** Click the Phone button on the base to answer. Double-click to reject.
- **Incoming Call (PC Calls via Base):** Click the PC button on the base to answer. Double-click to reject.
- **In the Call:** Click the mute button on the headset to mute/unmute the microphone. Lift the microphone arm to mute, lower it to unmute.
- **Hang Up:** Click the MFB on the headset to hang up. To hang up from the base, click the Phone button or the PC button depending on the connection.



Figure 4: Key function guide for the headset controls.

2.3 Busylight

The visual busylight on the headset activates automatically while in a call, signaling to others that you are busy. To manually activate the busylight for fewer interruptions while not in a call, press the Volume Up + Volume Down buttons simultaneously. An optional external BLT60 busylight is available to clearly show your work status and prevent interruption.



Figure 5: Headset with dual-side busylight for interruption-free conversations.

3. MAINTENANCE

3.1 Replace Ear Cushions

To replace the ear cushions:

1. Detach the old ear cushion by rotating it counterclockwise.
2. Align the replacement ear cushion with the ear cup.
3. Rotate the replacement ear cushion clockwise until you hear a click.

3.2 Charging

To charge the headset, dock it to the WHB640 base. Alternatively, you can connect a Type-C USB cable directly to the headset for charging.



Figure 6: Battery life and charging time details for the headset.

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Video 3: Demonstrates how to replace ear cushions and charge the headset using the base or a direct cable connection.

4. TROUBLESHOOTING

If you encounter issues with your Yealink WH64 headset, consider the following common solutions:

- **Call Drops/Intermittent Connection:** Ensure the headset is within the DECT range (up to 606 ft) or Bluetooth range (up to 50m) of its base or paired device. Check for potential interference from other wireless devices.
- **Audio Issues (PC):** If the computer audio is being taken over unexpectedly, verify your audio output settings on your PC. Ensure the headset is selected as the default communication device in your operating system and communication software (e.g., Microsoft Teams, Zoom).
- **Headset Not Responding:** Try powering the headset off and on. If the issue persists, reset the base station by unplugging and re-plugging the power adapter.
- **Charging Issues:** Ensure the headset is correctly docked on the base or that the Type-C cable is securely connected. Check the power adapter connection to the base and the power outlet.

5. SPECIFICATIONS

Feature	Detail
Model Name	WH64 Dual-Teams
Connectivity Technology	Wireless (DECT & Bluetooth)
DECT Range	606 ft
Bluetooth Range	50 Meters
Noise Control	Hybrid Noise Cancellation (3x noise cancelling mic, Acoustic Shield Tech 2.0)
Talk Time (Bluetooth)	32 H (Dual)
Talk Time (DECT)	16 H (Dual)
Charging Time	1.5 Hours
Ear Placement	On Ear
Material	Leather
Weight	1.72 pounds

6. WARRANTY AND SUPPORT

6.1 Warranty Information

Yealink offers a **2-year warranty** for the WH64 headset. This warranty covers defects in materials and workmanship under normal use.

6.2 Customer Support

For technical assistance, troubleshooting, or warranty claims, please contact the Yealink Direct Store customer service. Their professional technical team is available to provide support and ensure a better service experience. You can typically find contact information on the official Yealink website or through your purchase platform (e.g., Amazon seller page for Yealink Direct Store).