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WH6X Frequently Asked Questions

Headset Issues

1. How long does it take to charge my WH6X headset?

It takes approximately 2.5 hours to fully charge your headset. After fully charged, the LED glows green.

The headset will charge when it is docked in a base connected to a power supply. The LED on the headset and the battery icon on the base (WH66/WH67 only) will flash to indicate the headset is charging.

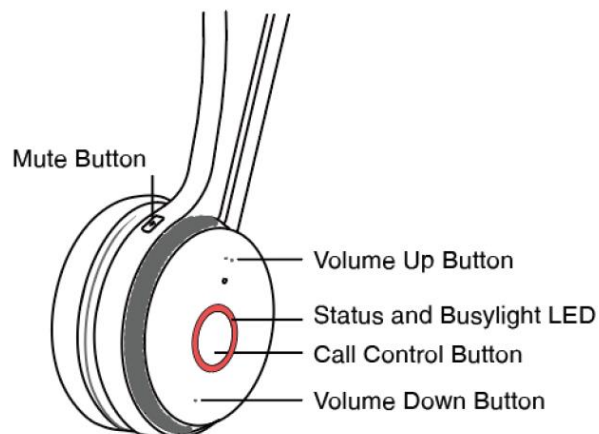
The WH62/WH66 mono headset has up to 13 hours of battery, the WH62/WH66 dual headset has up to 14 hours of battery, and the WH63/WH67 headset has up to 8 hours of battery.

2. What is the talk time of my WH6X headset?

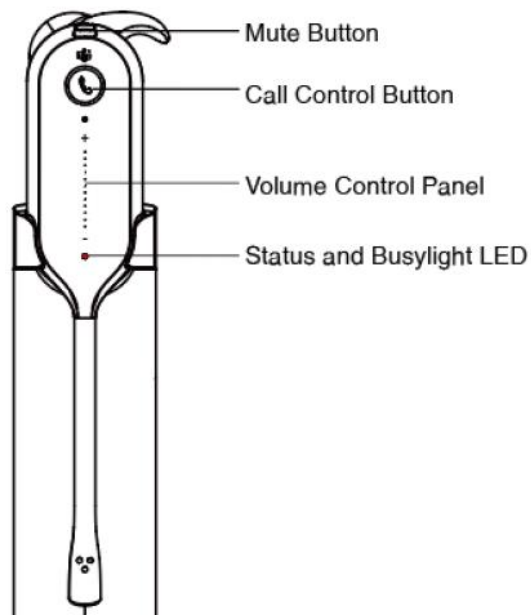
The talk time of the WH62/WH66 mono headset is up to 13 hours, the WH62/WH66 dual headset is up to 14 hours, and the WH63/WH67 headset is up to 8 hours.

3. What do the buttons and LEDs on the WH6X headset mean?

WH62/WH66 headset:



WH63/WH67 headset:



4. Can I listen to music while the headset is charging on the base?

Yes.

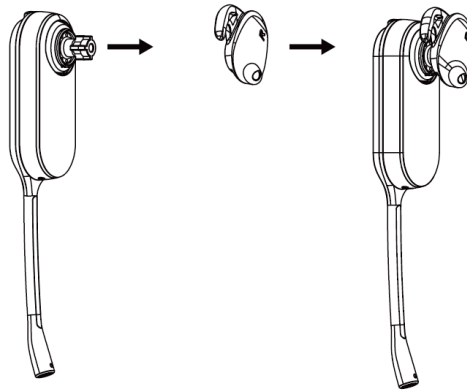
For WH66/WH67, when the headset is charging on the base, music playback and call sound are hands-free by default.

5. How to change the wearing style on my WH63/WH67 headset?

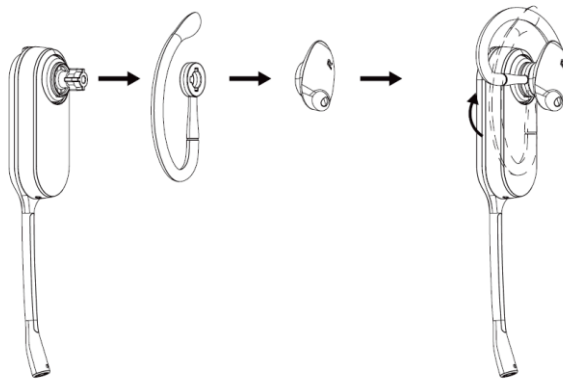
Select your preferred wearing style and follow the guidance as illustrated. You can wear the headset on the left or the right ear.

The following takes the right ear as an example:

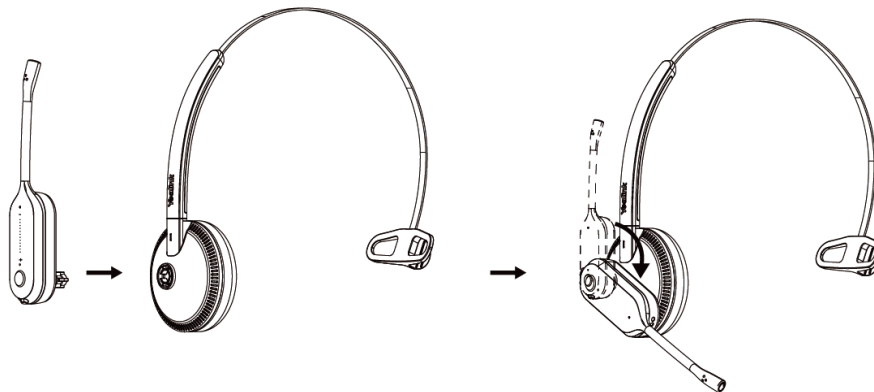
Eartip

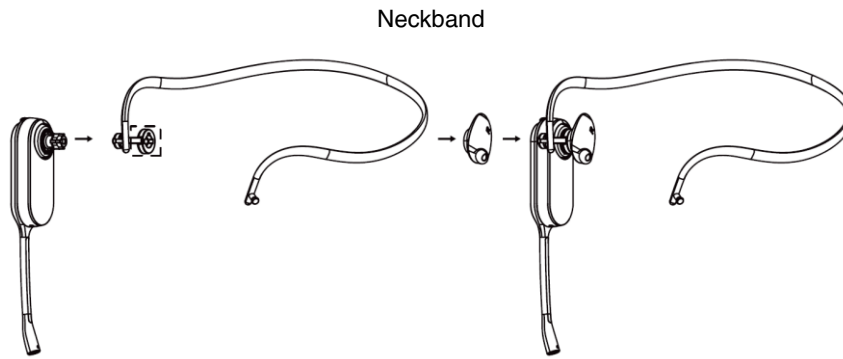


Earhook & Eartip



Headband





For more information, refer to the **How to Wear** chapter in the WH6X user guide or *Yealink WH63&WH67 - How to get the best fit and performance* video.

6. How to replace WH62/WH66 ear cushions?



7. Do WH6X headsets protect my hearing?

Yes, Yealink WH6X headsets are safe to use. They can protect a user's hearing against sudden or loud sound.

The WH6X headsets support two hearing protection technology:

- Peak Block Protection
- Australia G616 Protection (default)

You can configure it on WH66/WH67 base at the **Advanced Settings** menu or via the Yealink USB Connect. For WH62/WH63, you can only configure it via the Yealink USB Connect.

Related Question:

[What is the difference between Teams and UC version?](#)

For WH62/WH63:

- ① The function keys on the base are different. The Teams version is the Teams button, supporting the Teams-related function; the UC version is the voice assistant button, which implements the voice assistant function when the operating system and softphone support.
- ② The call control button on the headset: The Teams version is the button with a Teams symbol, supporting the Teams-related function; the UC version has no Teams symbol and supports the voice assistant function.

For WH66/WH67:

- ① The factory user interface on the base is different. For the Teams version, the factory preset platform is Teams; for the UC version, the factory preset platform is UC. Users can switch the platform at the advanced settings menu.
- ② The call control button on the headset: The Teams version is the button with a Teams symbol, supporting the Teams-related function; the UC version has no Teams symbol and supports the voice assistant function.

What is Yealink USB Connect?

[How to access the menu on my WH66/WH67?](#)

8. Why does the headset automatically turn off?

To conserve battery, the headset will automatically turn off when it has not been paired with the base for 10 minutes.

9. What is the difference between the primary headset and the secondary headset?

The secondary headset is for temporary use when you create a multi-headset conference. When the conference call ends, the secondary headset will disconnect from the base automatically.

10. Why does my headset LED flash orange?

The headset is out of range. By default, the wireless range is 150m. You can also change the wireless range between the headset and base.

For more information on LED status, refer to the *Status and Busylight LED* chapter in the WH6X user guide.

11. Will the pairing information of my headset and base be deleted when my headset is powered off?

No.

Power off the headset will only disconnect an existing wireless link between base and headset, but will not delete the pairing information between the base and the headset.
















12. How to reset the headset?

If the headset does not operate correctly, 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 a tone "Power off". Then the headset will be reset when you hear a tone "Power on".

Test your headset and see if the issue is resolved. If you're still experiencing issues with your headset, contact the Yealink support team for further assistance.

Base Issues

13.What do the screen icons on the WH66/WH67 base mean?

Icon	Description
	Battery capacity status
	Battery charging status
	One headset connected (idle)
	Two headsets connected (idle)
	Three headsets connected (idle)
	Four headsets connected (idle)
	One headset in use
	Two headsets in conference mode
	Three headsets in conference mode
	Four headsets in conference mode
	Smartphone
	Desk phone
	PC
	Bluetooth mode is on, but no mobile device is connected
	Bluetooth mode is on, and a mobile device is connected

14.What do the buttons and LEDs on the WH62/WH63 base mean?

LED	Base State
PC/desk phone button	
Off	PC/desk phone device is not connected
Glowes white	PC/desk phone device is connected and in the idle status
Glowes green	In the call
Fast flashes green	Ringing
Flashes green in double	Hold
Teams button	
Off	Teams disconnected
Glowes white	Teams connected
Slowly-flashing white	Receive missed calls/voice mails/Teams connecting

15.How to reset my WH6X to the default settings on the base?

When you reset your WH6X, previously paired devices and settings will be cleared.


For WH62/WH63:

1. Hold the **PC** button and **Phone** button for 6 seconds.

For WH66/WH67:

1. Do the following:

- For Teams version:

Tap  or the user account avatar.

Go to **Settings > Advanced Settings > Reset Configuration**.

- For UC version:

Tap .

Go to **Advanced Settings > Reset Configuration**.

The screen prompts you whether to reset configuration or not.

2. Confirm the action.

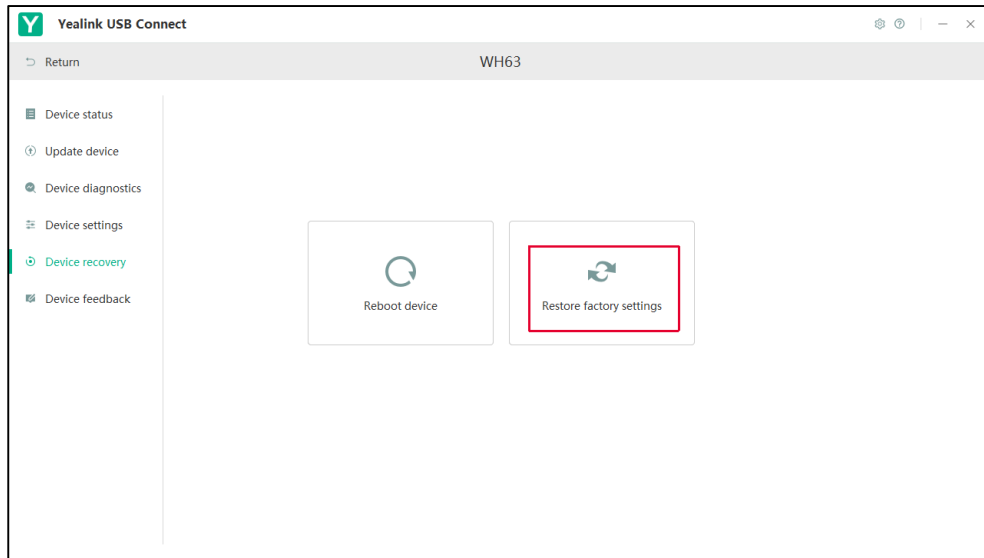
16.How to reset my WH6X to the default settings using Yealink USB Connect?

Prerequisites

The firmware version of Yealink USB Connect should be 0.32.69.0 or later.

Procedure

1. Run **Yealink USB Connect**.
2. Go to **Device recovery->Restore factory settings**.



3. Confirm the action.

Note: When you have reset your device, you will need to repair it with any previously paired devices, such as your smartphone or the BT50.

The above screenshot is for guidance purposes only. Actual text may vary depending on your headset model.

17. Why is the time on my WH66/WH67 base not synchronized with the PC?


Check if you have installed and run the Yealink USB Connect on the PC, the device time will automatically synchronize with the PC time when you connected WH66/WH67 to the PC. Otherwise, you need to set the time manually at the **Basic Settings** menu on the base.

Related Question:

[How to access the menu on my WH66/WH67?](#)

18. How to access the menu on my WH66/WH67?

For Teams version:

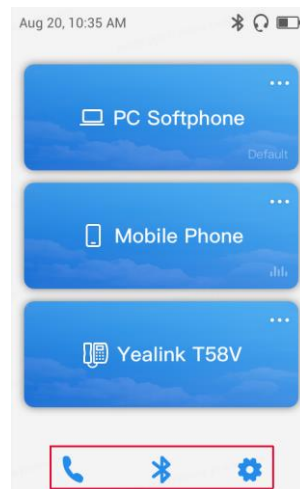
Tap  or the user account avatar in the upper-left corner of the screen.

You can view three menu options:

- Redial
- Bluetooth
- Settings (including Status, Basic Settings, and Advanced Settings)

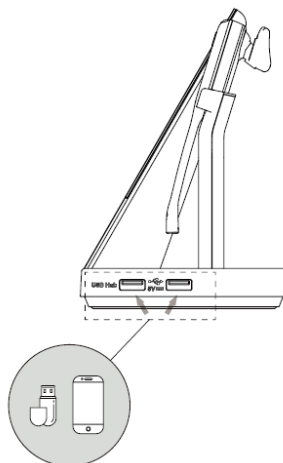
For UC version:

Tap the desired icon on the idle screen.



19.What are the functions of the USB ports on the right side of the base?

They serve as a USB hub, through which you can connect the USB flash drive or mobile device to PC. You can transfer data from the USB flash drive or mobile device to your PC, or charge the mobile device.



20.What is the function of the LED on the top of the base screen?

It is the power LED, indicating whether the base is powered on.



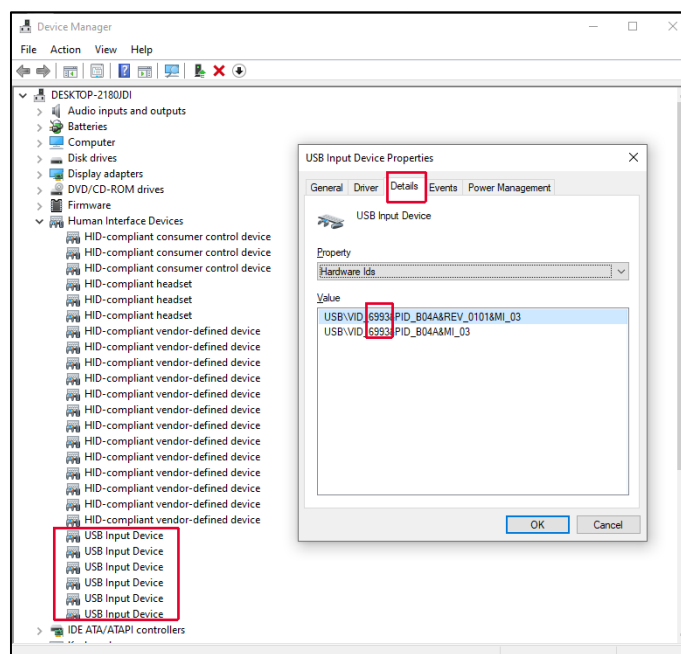
21. Why does the WH66/WH67 display “PC Device” or “PC softphone” instead of the name and number of the other party for a Skype for Business incoming call?

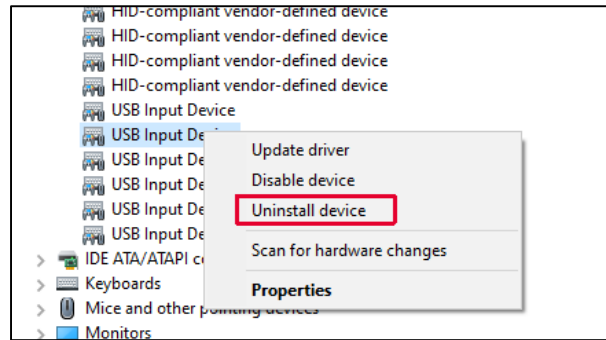
The WH66/WH67 driver for Windows may be abnormal. You need to reinstall the driver in the Windows Device Manager, and then disconnect and reconnect the WH66/WH67 to PC.

Procedure

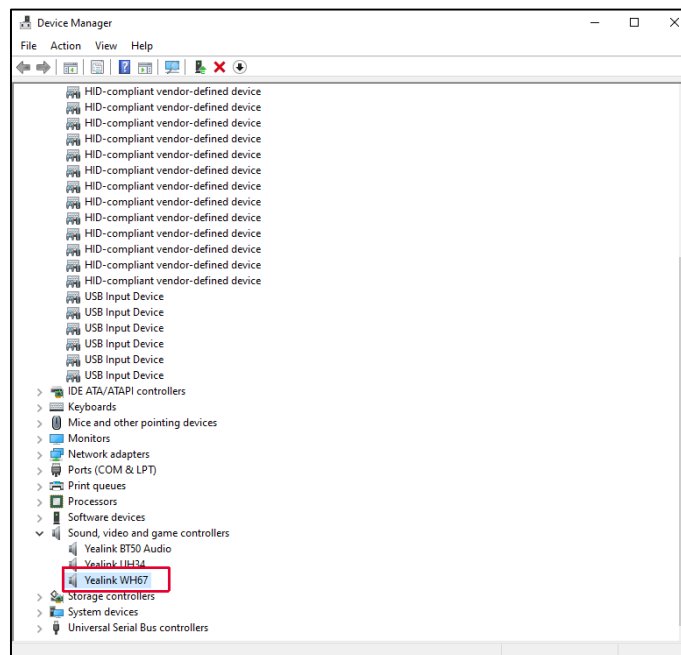
1. Open **Device Manager**.
2. Delete the USB input devices with the hardware ID “6993”.

You can right-click the **USB Input Device** and check the hardware ID in **Details** tab.





3. Uninstall the WH6X device.



4. Disconnect and reconnect WH66/WH67 to your PC.

22. Why does the “USB device connected”, “USB device disconnected”, or “USB installation failed on the PC” repeatedly appear on the WH66 screen?

The USB device failed enumeration in Windows. You need to disconnect and reconnect the WH66 to PC.

Audio and Call Issues

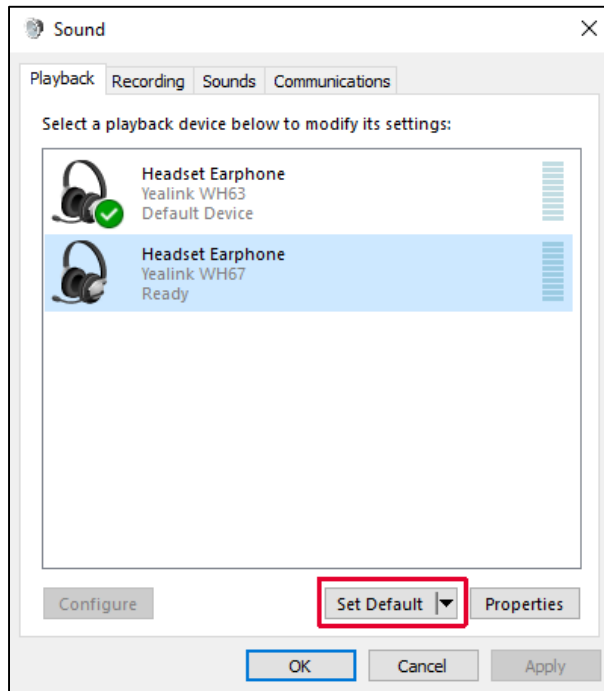
23. Why can't I hear the other party's voice?

- The playback volume is too low. Press the Volume Up button on the headset.

- The WH6X headset is not set as the default audio device for PC. Use the audio settings in the sound control panel/preferences to select the headset as the default audio device.

For WIN 8/ WIN 8.1/ WIN 10 OS:

- Go to **Control Panel->Hardware and Sound->Sound**.
- In the **Playback** tab, highlight the desired headset and select **Set Default**.



- Confirm the action.

For MAC OS:

- Go to your **System Preferences -> Sound**.
- In the **Output** tab, select the WH6X as your Playback Device.

For more information, refer to web resources.

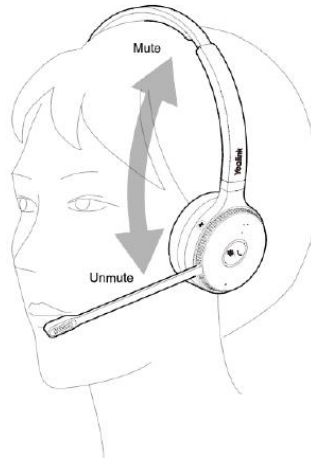
- The WH6X headset is not set as the audio device for softphone client.

Related topics:

[Softphone Clients Issues](#)

24. Why can't the other party hear me?

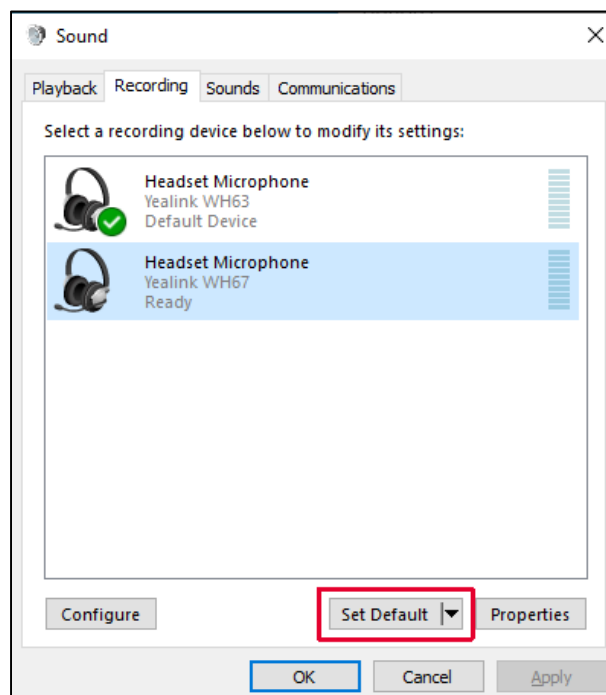
- The microphone is muted. Press the Mute button on the headset to unmute. For WH62/WH66 headset, you can also move the microphone boom-arm down to unmute the microphone.



- The WH6X headset is not set as the default audio device. Use the audio settings in the sound control panel/preferences to select the headset as the default audio device.

For WIN 8/ WIN 8.1/ WIN 10 OS:

- Go to **Control Panel->Hardware and Sound->Sound**.
- In the **Recording** tab, highlight the desired headset and select **Set Default**.



- Confirm the action.

For MAC OS:

- Go to your **System Preferences -> Sound**.
- In the **Input** tab, select the WH6X as your Playback Device.

For more information, refer to web resources.

- The WH6X headset is not set as the audio device for softphone client.

Related topics:

Softphone Clients Issues

25. How to ensure clear audio when I use my headset?

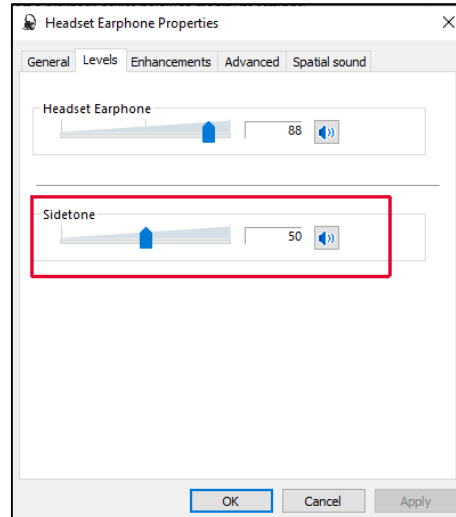
- Make sure the microphone is positioned close to your mouth to maximize speech quality. If the boom arm is long enough, position the microphone approximately 0.5 inches from your mouth.
- Use the Volume Up/Down key or Volume control panel on the headset to adjust the volume up or down as needed.

For more information on how to adjust, refer to the specific Quick Start Guide or User Guide.

26. Why can't I hear my voice or I hear too much of my voice when I speak with the microphone? How to adjust the sidetone volume on my PC?

Do the following:

- 1) Go to **Control Panel->Hardware and Sound->Sound**.
- 2) Right-click the desired headset and select **Properties**.
- 3) In the **Levels** tab, adjust the sidetone.



If you cannot hear your own voice, please increase the sidetone volume. If you hear too much of your own voice, please lower the sidetone volume.

- 4) Click **OK**.

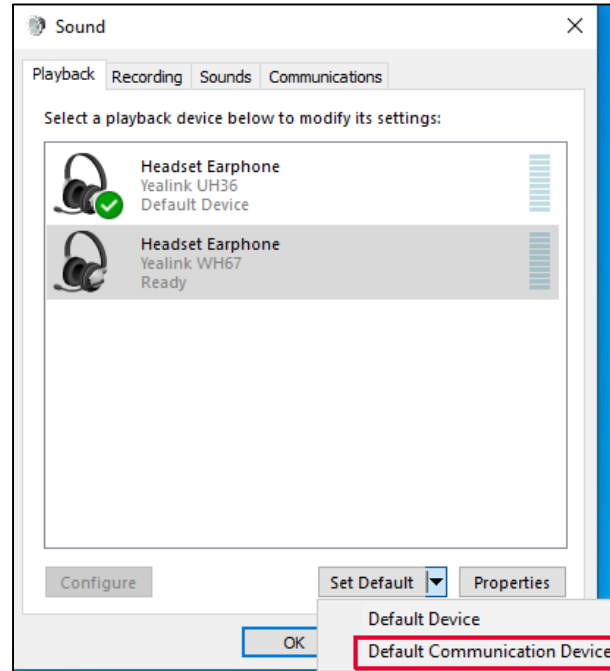
27. How to use WH6X device to listen to music on PC?

If you need to use the WH6X device to listen to music on the PC, you can set the WH6X as the default audio device on the PC.

Do the following:

For WIN 8/ WIN 8.1/ WIN 10 OS:

1. Go to **Control Panel->Hardware and Sound->Sound**.
2. In the **Playback** tab, highlight the desired headset and select **Default Communication Device**.



3. Confirm the action.

For MAC OS:

1. Go to your **System Preferences -> Sound**.
2. In the **Output** tab, select the WH6X as your Playback Device.

For more information, refer to web resources.

28.How to change the level of audio protection on my WH6X headset?

Prerequisites

The firmware version of Yealink USB Connect should be 0.32.69.0 or later.

Procedure

1. Run **Yealink USB Connect**.
2. Go to **Device settings->Advanced settings**.
3. Select the desired technology from the **Anti-Startle Protection** drop-down menu.
 - Peak Block Protection
 - Australia G616 Protection

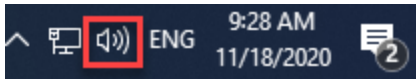
Note: The above screenshot is for guidance purposes only. Actual text may vary depending on your

headset model. For WH66/WH67, you can also change it on the base screen.

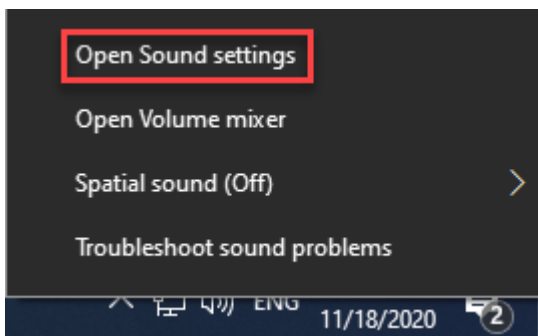
29. How to set my device as the default audio device on my Windows computer?

Procedure

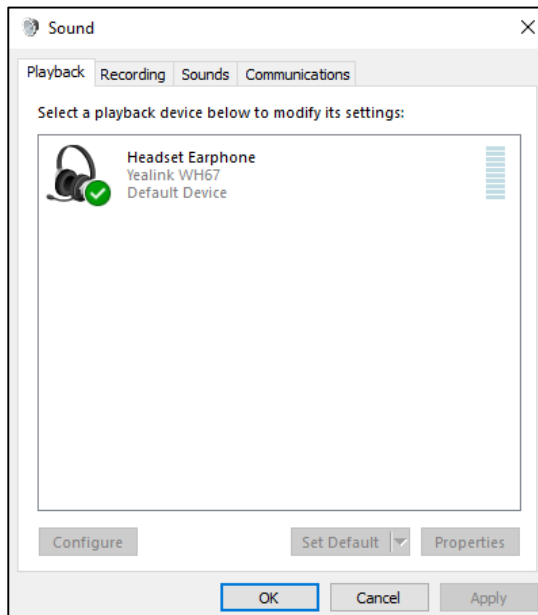
1. In the Windows taskbar, right-click the **Sound** icon.



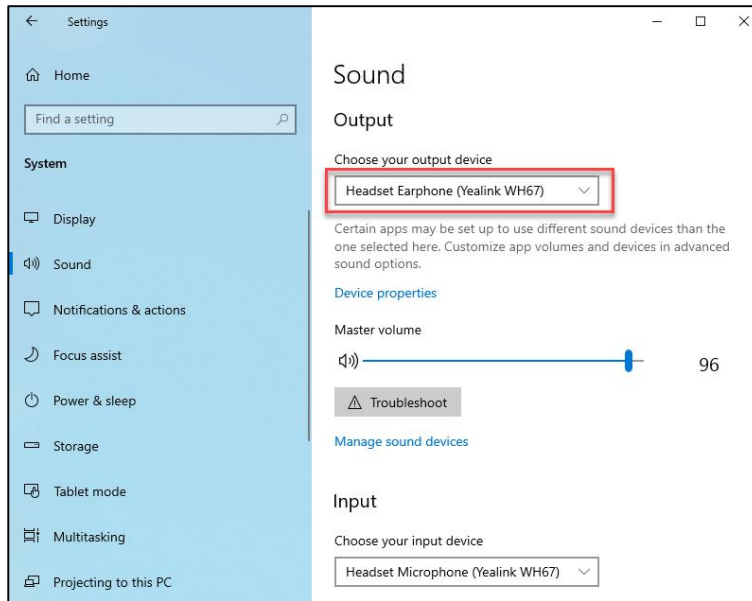
2. Click **Open Sound settings**. Alternatively, you can open the Windows Control Panel and go to the **Sound** settings.



3. On the **Playback** tab, select your Yealink WH6X device, and click **Set Default**.



4. Click **OK** to confirm the new settings.
Alternatively, you can select your WH6X device as the output device.



30. How to set my device as the default audio device on my macOS computer?

Procedure

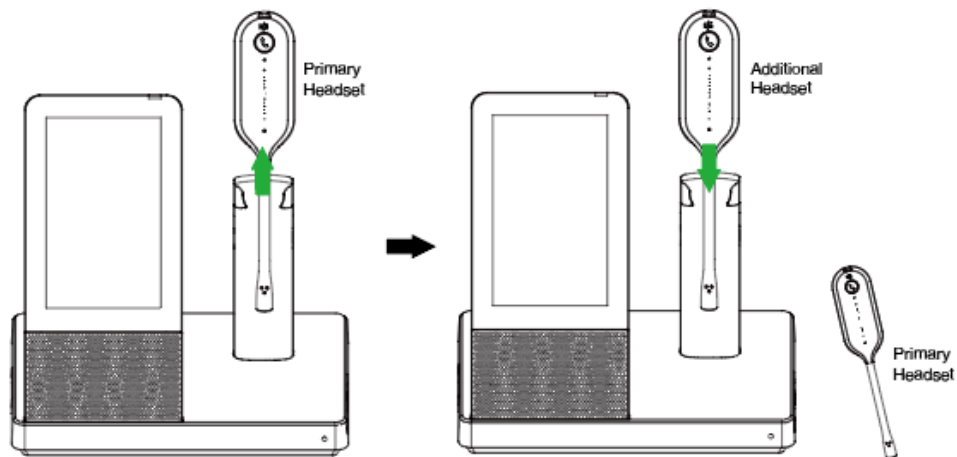
1. On your Mac, go to **Apple** menu > **System Preferences**, click **Sound**.
2. On the **Output** tab, select your WH6X device as your Playback Device.
3. On the **Input** tab, select your WH6X device.

31. Why is there no audio in my headset when I answer an incoming call on my smartphone?

When you answer an incoming call on a smartphone, the audio may stay in the smartphone. You can switch to the Bluetooth channel on your smartphone to transfer the audio to the headset.

32. How to use the conference call mode with my headset?

You can set up a conference call by pairing up to three additional headsets with the same base. You can pair an additional headset by docking it in the base, and then press the **Call Button** on the primary headset.

Add headset(s) using the base

For more information, refer to the *Multi-Headset Conference Calls* chapter in WH6X user guide or *How to use Yealink WH66&WH67 multi-headset conference calls* video.

Related Question:

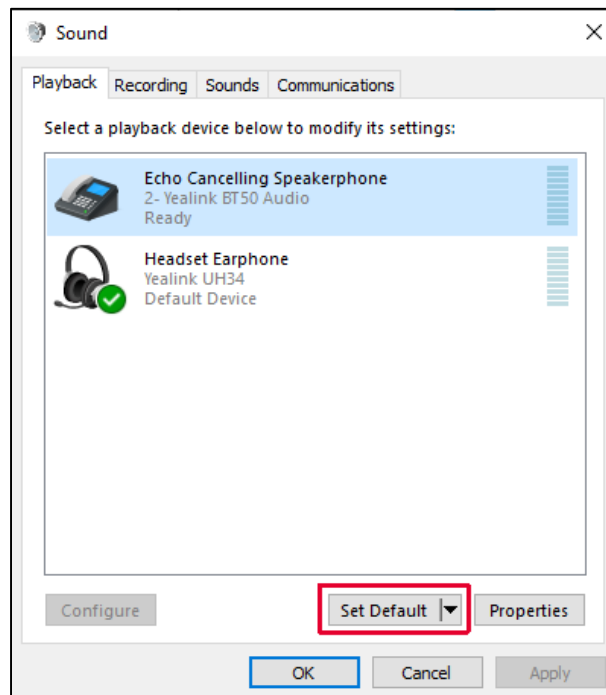
[What do the buttons and LEDs on the WH6X headset mean?](#)

33.How to choose WH6X as audio playback device on PC when I connect WH6X to PC via BT50?

Select BT50 as the audio playback device.

For WIN 8/ WIN 8.1/ WIN 10 OS:

- 1) Go to **Control Panel->Hardware and Sound->Sound**.
- 2) In the **Playback** tab, highlight the BT50 and select **Set Default**.



3) Confirm the action.

For MAC OS:

- 1) Go to your **System Preferences** -> **Sound**.
- 2) In the **Output** tab, select the BT50 as your Playback Device.

For more information, refer to web resources.

34. Why can't the call volume be synchronized after I connect WH66/WH67 to my smartphone?

Try to enable Bluetooth absolute volume on your smartphone.

For more information, refer to the instruction manual for your smartphone.

35. Why can't I mute the microphone?

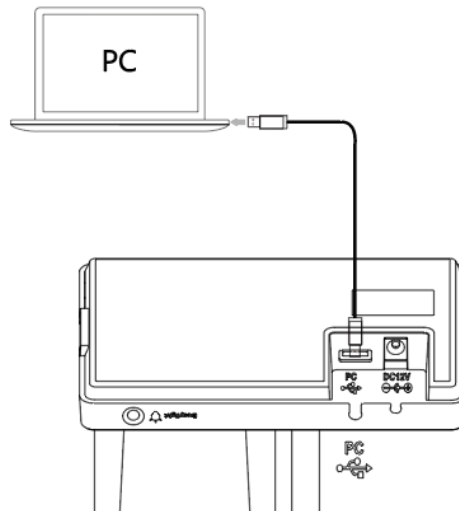
When the headset is in the idle state, the microphone is turned off by default, and the mute feature is unavailable. During the call, the microphone will be turned on, and you can mute/un-mute the microphone.

Connection & Pair Issues

36.How to connect my base with my PC?

Procedure

1. Insert one end of the supplied USB cable into the port marked "PC" on the base, and the other end into an available USB port on your PC.



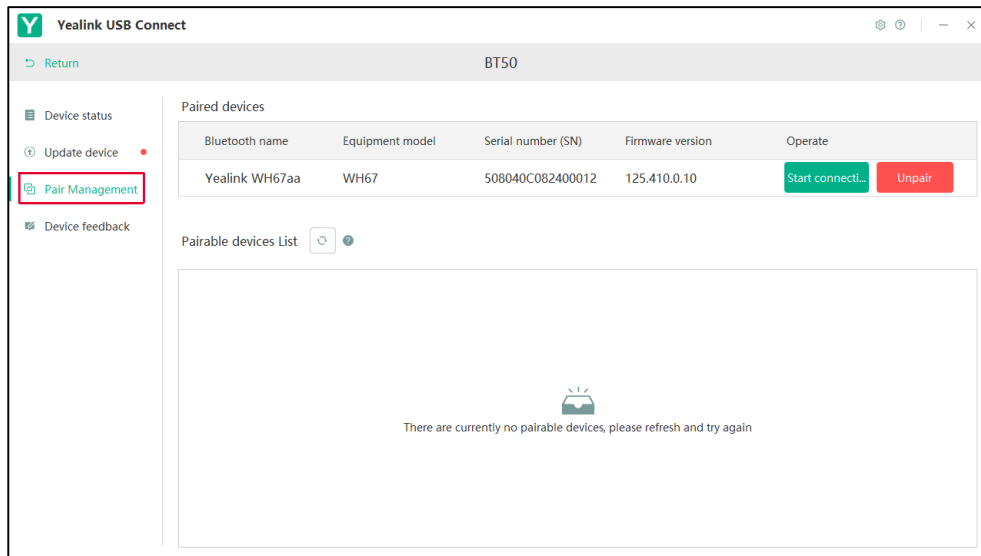
Note: For more information on compatible PC, refer to the specific compatible guide.

37.Why does my PC/desk phone with Type-C port not recognize my WH66/WH67?

You need to use the original USB-A to USB-C cable, which is specially provided for connecting the wireless charger WHC60, and connecting WH66/WH67 to a PC or to the compatible Yealink desk phone.

38.Why can't WH66/WH67 connect to PC via BT50?

- The WH66/WH67 and BT50 are not pre-paired. Manually pair them using Yealink USB Connect.

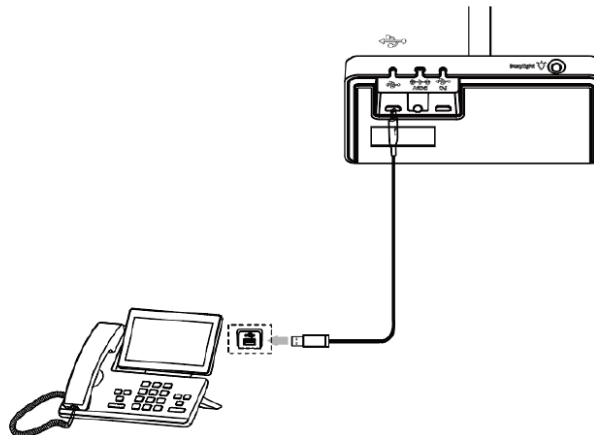


- There may already be two Bluetooth devices connected to WH66/WH67. The WH66/WH67 supports connecting up to two Bluetooth devices at the same time.

39. How to connect my base to the desk phone using USB for audio?

Procedure

- Using the supplied USB cable, plug it into the port (marked with USB logo) on the base, and into an available USB port on your desk phone.

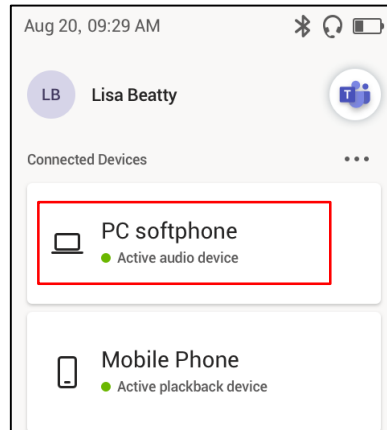


- Plug the base into a power supply using the supplied power adapter.

Note: For more information on compatible desk phones, refer to the specific compatible guide. If you want to connect WH62/WH63 to Yealink T3 series phones, you need to purchase a Yealink EHS35 wireless headset adapter separately.

40. Can I use WH66/WH67 normally when the device CARD displays “PC Softphone” or “PC Device” after connected to the compatible desk phone?

Yes. When you connect your base to the desk phone using USB, the screen may display as below. It does not affect the performance of the base and phone.

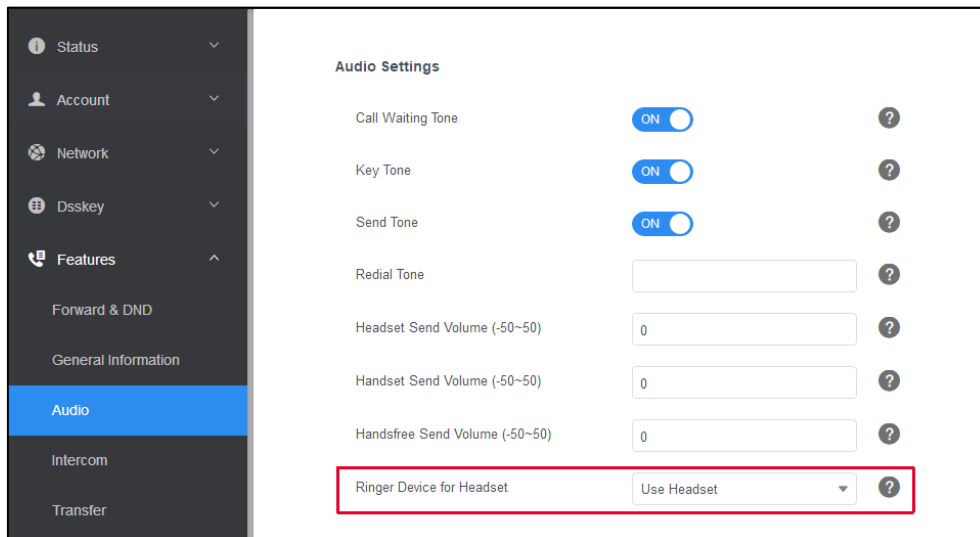


41. Why doesn't the base respond when there is an incoming call from the desk phone?

Make sure the ringer device for the phone is set as **Use Headset**.

Procedure

1. Access the web user interface of the desk phone.
2. Go to **Features->Audio**.
3. Select **Use Headset** or **Use Headset & Speaker** from the **Ringer Device for Headset** drop-down menu.



If you select **Use Headset & Speaker**, the base rings only when you enable **Ring Tones** feature for the base.

Note: For some desk phones, you also have to press the HEADSET key on your phone first to perform call controls normally on Yealink WH6X. For more information on compatible desk phones, refer to the specific compatible guide.

42. How many Bluetooth devices can I connect to at the same time?

Up to two Bluetooth devices can be connected at the same time.

43. Why do I search so many WH66/WH67 devices in my office area? Which one should I connect via Bluetooth?

We recommend that you rename the device name on WH66/WH67 first when connecting to a device via Bluetooth. Then you can easily identify your WH66/WH67 to other devices.

Configuration path: **Bluetooth->My Bluetooth Information**.

Related Question:

[How to access the menu on my WH66/WH67?](#)


44. How to pair the WH66/WH67 with my mobile device?




Procedure

1. Do the following:

- For Teams version:

Tap  or the user account avatar, and tap **Bluetooth**.

- For UC version:

Tap  .

The base automatically enters the pairing mode.

2. Turn on Bluetooth on your smartphone and select **Yealink WH66/Yealink WH67**.

Note: The **Yealink WH66/Yealink WH67** is the default device name. You can edit the base's Bluetooth device name. For more information on compatible mobile devices, refer to the specific compatible guide.

Related Question:

[Why do I search so many WH66/WH67 devices in my office area? Which one should I connect via Bluetooth?](#)

45. Why can't the WH66/WH67 device pair with my mobile device?

- The WH66/WH67 supports connecting to only two Bluetooth devices at the same time. Therefore, there may already be two Bluetooth devices connected to WH66/WH67 when pairing with the mobile phone. You can disconnect one connected devices and then pair WH66/WH67 with your mobile device.
- Try to turn Bluetooth off and on.

46. Can I connect WH6X to the PC and desk phone at the same time?

Yes.

For WH62/WH63, you can connect them to the PC and desk phone via the included USB cables; for WH66/WH67, you can connect them to PC using the included USB cable and desk phone via Bluetooth.

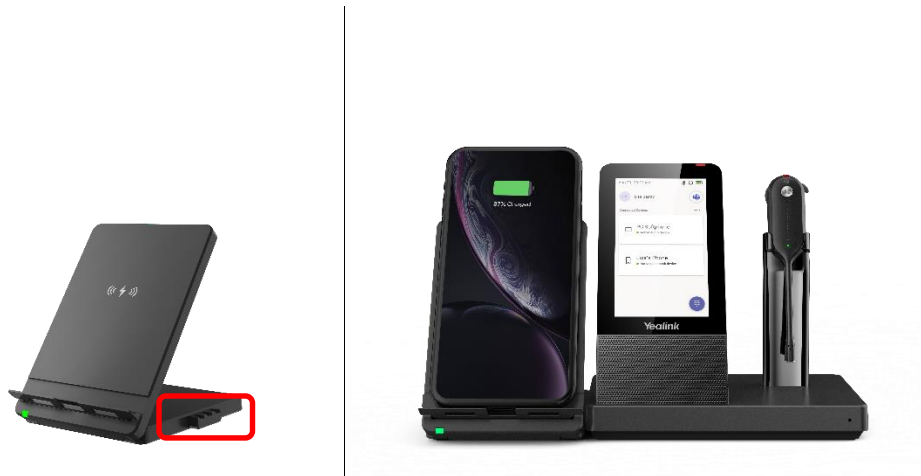
47. Do the headset and base only need to be paired once?

Yes. If the headset and the base are paired, the headset keeps paired with the base even if you undock the headset. However, if you move beyond range, you will hear “out of range” tone from the headset. For the initial use, the headset is successfully paired with the base when you dock it in the base.

48. How to connect a wireless charger for my mobile phone?

Yealink provides an optional accessory: WHC60 wireless charger for you to charge your mobile phone. You can connect the wireless charger via two methods:

- a) Connect the wireless charger to WH66/WH67 base directly



- b) Connect the wireless charger to the USB charger adapter via a USB Type-C cable

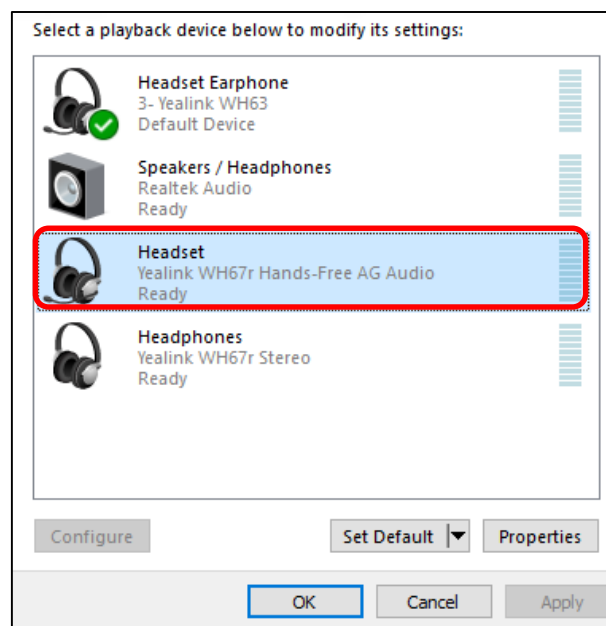


Note: Different from WH66/WH67 base connection, you can connect WHC60 to the USB charger adapter with other Type-C cables. However, we recommend that you use the included accessories.

49. How to select WH66/WH67 as the audio playback device on the PC when you connect WH66/WH67 to PC via Bluetooth directly?

When you connect WH66/WH67 to PC via built-in Bluetooth directly, two WH66/WH67 audio device options will appear on PC: **Yealink WH66 Hands-free AG Audio / Yealink WH67 Hands-free AG Audio** and **Yealink WH66 Stereo / Yealink WH67 Stereo**.

You need to select **Yealink WH66 Hands-free AG Audio / Yealink WH67 Hands-free AG Audio** as the playback device and recording device.



DECT Issues

50. Are DECT standards global?

No, the DECT (Digital Enhanced Cordless Telecommunications) is a digital communication standard but not a global standard. In countries where DECT system frequency bands are allocated, the technology is nearly the same. However, the allocated radio transmitting frequencies and the output power may vary from one region/country to another.

DECT products should never be used outside the intended region/country as they may cause interference with networks allocated in the band for other purposes.

DECT FREQUENCY BANDS

Frequency Band	Region/Country
1880-1900 MHz	Europe, South Africa, Hong Kong, Australia, and New Zealand
1786-1792 MHz	Korea
1880-1895 MHz	Taiwan
1893-1906 MHz	Japan (J-DECT)
1910-1920 MHz	Brazil
1910-1930 MHz	Much of Latin America excluding Brazil
1920-1930 MHz	Canada and USA (US DECT 6.0)

The applicable set of wireless DECT standards depends on local regulations. To ensure that the products conform to the local standards, make sure that you purchase the product from an official channel.

51.Can DECT products be used globally?

No, DECT (Digital Enhanced Cordless Telecommunications) products should not be used outside of the intended region/country. Doing so could cause interference with other networks that have been allocated the same frequency range for other purposes.

52.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 0.32.69.0 or later.

Procedure

1. Run **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.

It is important for devices located in a specific environment to use the same settings to get the best available density performance. For more information on the deployment density of WH6X, see Yealink Technical Whitepapers.

Note: The above screenshot is for guidance purposes only. Actual text may vary depending on your

headset model and the connected device. For WH66/WH67, you can also change it on the base screen.

53.What is the range between my headset and the base?

The range from the base to the headset can be up to 160 meters/525 feet for the WH62/WH66, and 120 meters/394 feet for the WH63/WH67.

The actual range may be somewhat shorter due to physical obstructions such as walls.

If you move beyond the range while talking, you will hear “out of range” tone from the headset. When you move back in the range, the current call will continue. If you remain out of range for 10 minutes, the headset will automatically power off.

Accessory Issues

54.What is a busylight BLT60?

The busylight glows red to let people know when you're on a call and keep you from being interrupted.

Some LED statuses require softphone support. For WH66/WH67, you can also set the busylight status manually when you don't want to be disturbed. The WH62/WH63 does not support presence status.

For more information, refer to the WH6X user guide.

Firmware Issues

55.What is firmware?

Firmware is product software that controls how a device operates. To ensure your device is performing optimally, we recommend that you update the firmware to the latest version.

Please go to the product support page to download the available firmware.

56.How to update the firmware for my device using Yealink USB Connect?

Prerequisites

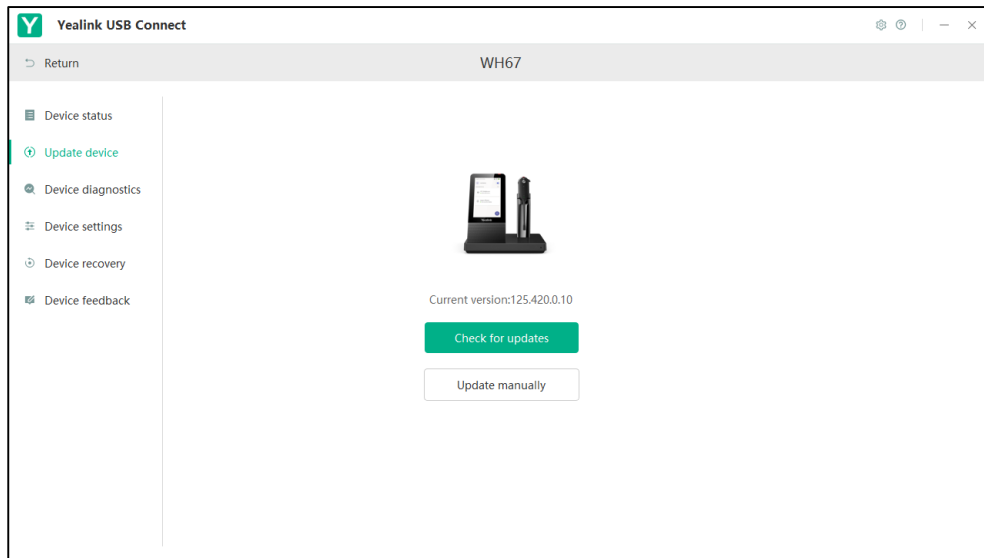
The firmware version of Yealink USB Connect should be 0.32.69.0 or later.

Procedure

1. Run **Yealink USB Connect**.
2. Go to **Update device**.
3. Do one of the following:

- Click **Check for updates** to automatically update the firmware to the newest version.
- Click **Update manually** to manually update the firmware to the specific version.

You need to download the firmware on the product documentation page first.



4. Confirm the action.

Note: The above screenshot is for guidance purposes only. Actual text may vary depending on your headset model.

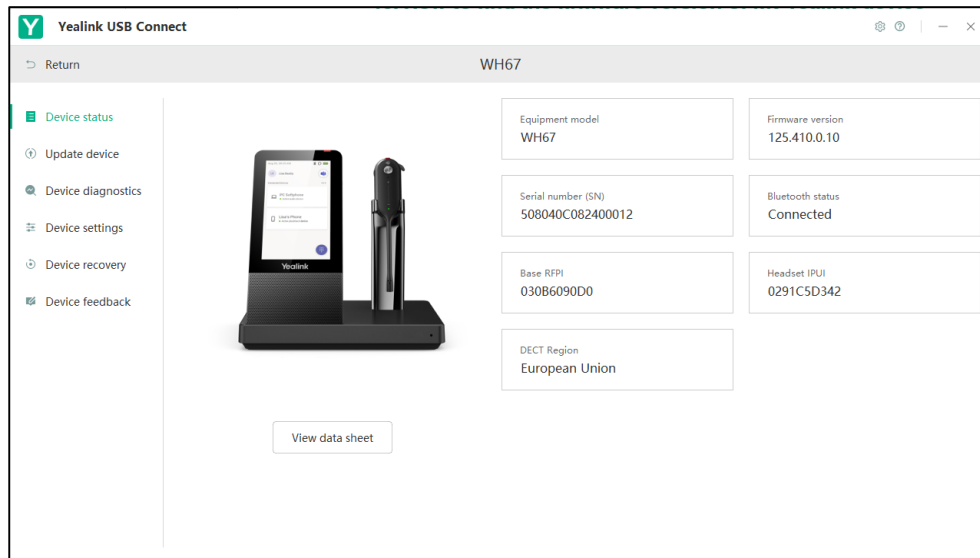
57.How to find the firmware version of my Yealink device using Yealink USB Connect?

Prerequisites

The firmware version of Yealink USB Connect should be 0.32.69.0 or later.

Procedure

1. Run **Yealink USB Connect**.
2. Go to **Device status** to check the firmware version.



Note: The above screenshot is for guidance purposes only. Actual text may vary depending on your headset model.

58.Can the headset be taken away during the firmware update?

We recommend that you not undock the headset during the firmware update.

59.What should I do if the upgrade fails due to accidental operations during the firmware update?

If the update fails, Yealink USB Connect will prompt the device is currently in recovery mode. Download the corresponding firmware package from the technical support website and then manually update the firmware.

If Yealink USB Connect does not prompt you to manually upgrade the firmware:

- For WH66/WH67: unplug and plug the power adapter five times. The base enters the recovery mode after the startup.
- For WH62/WH63: power off the base, and then press the PC button, Teams/voice assistant button, and phone button simultaneously while powering on. The base enters the recovery mode after the startup.

Other Issues

60.What is the difference between Teams and UC version?

For WH62/WH63:

- ③ The function keys on the base are different. The Teams version is the Teams button, supporting the Teams-related function; the UC version is the voice assistant button, which implements the voice assistant function when the operating system and softphone support.
- ④ The call control button on the headset: The Teams version is the button with a Teams symbol, supporting the Teams-related function; the UC version has no Teams symbol and supports the voice assistant function.

For WH66/WH67:

- ③ The factory user interface on the base is different. For the Teams version, the factory preset platform is Teams; for the UC version, the factory preset platform is UC. Users can switch the platform at the advanced settings menu.
- ④ The call control button on the headset: The Teams version is the button with a Teams symbol, supporting the Teams-related function; the UC version has no Teams symbol and supports the voice assistant function.

61.What is Yealink USB Connect?

Yealink USB Connect is a computer software designed to manage Yealink USB devices.

With Yealink USB Connect, you can:

- Get an overview of connected Yealink USB devices
- Manage your Yealink USB devices (for example, change basic/advanced settings, or BT50 pair management)
- Update your Yealink USB device to enhance its performance and features
- Give feedback on your Yealink USB device

Note: Download via support.yealink.com.

62.How to clean my Yealink WH6X product?

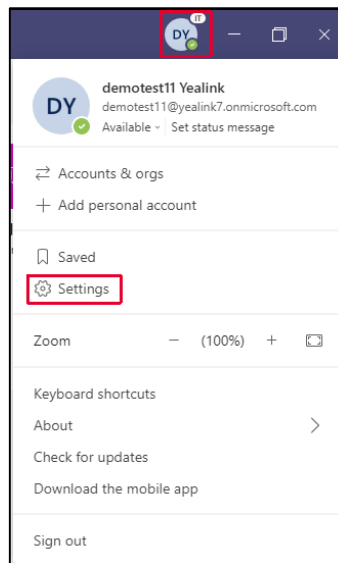
If the headset or base becomes dirty, we recommend that you clean them with a soft, lint-free cloth that has been dampened with clean water.

Softphone Clients Issues

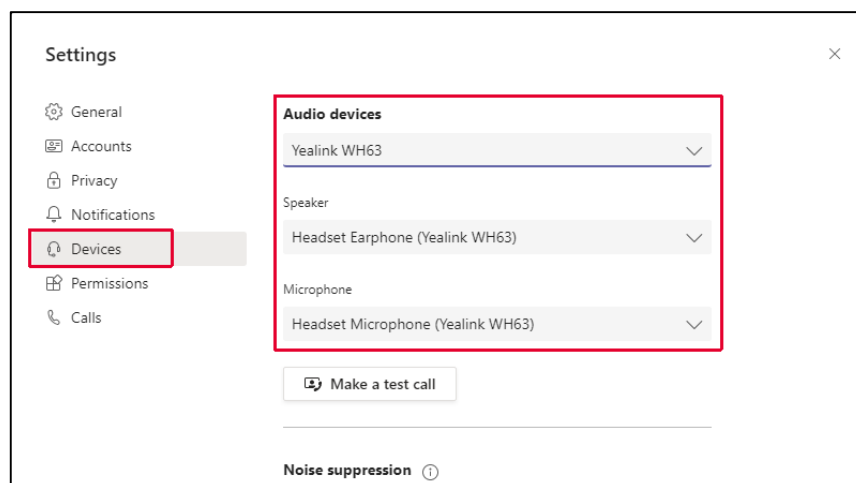
63.How to set up my WH6X device to work with Microsoft Teams?

Procedure

1. Click on your profile picture at the top of the Teams window.



2. Click **Settings->Devices**.
3. Select your Yealink WH6X device under the **Audio devices** field.

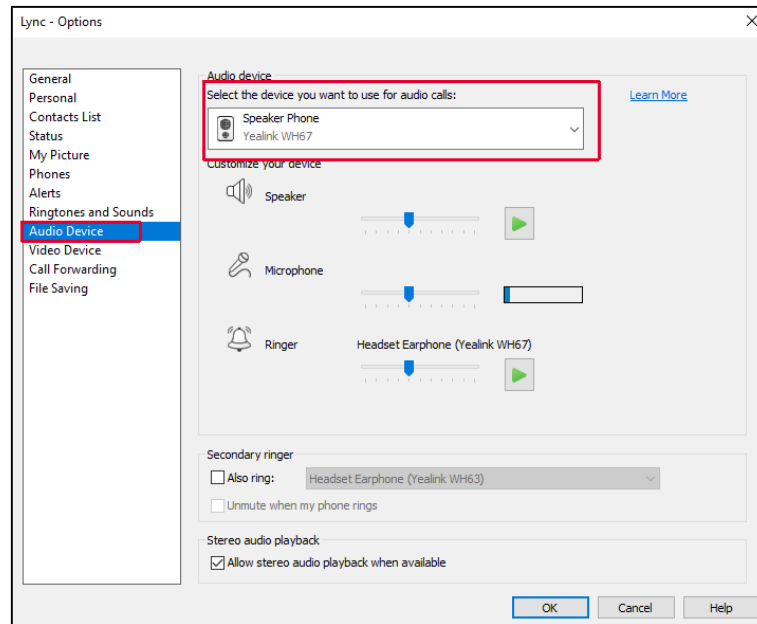


Note: Make sure you're running Teams in Teams Only mode.

64. How to set up my WH6X device to work with Skype for Business?

Procedure

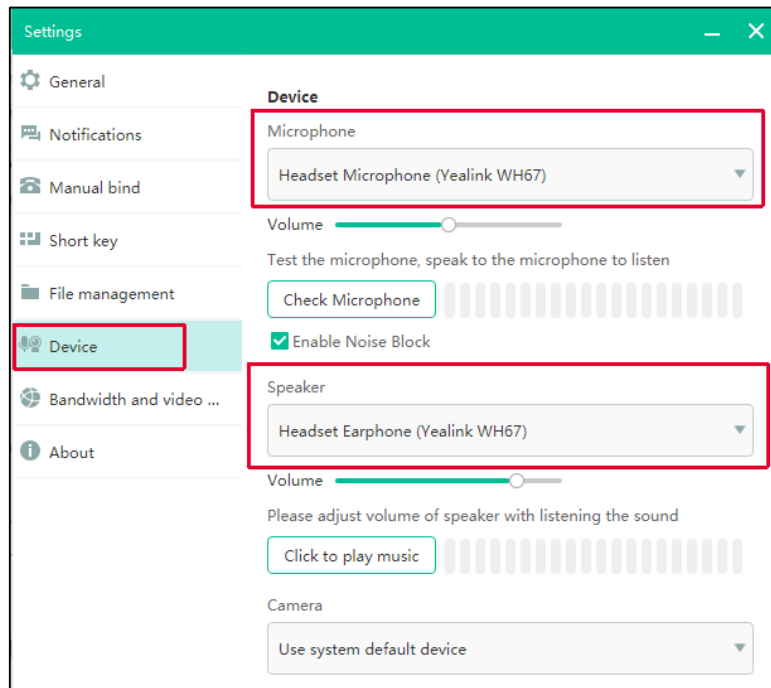
1. Click the **Settings** icon in the top-right corner of the **Skype for Business** window.
2. In the left-side options, click **Audio Device**.
3. In **Audio Device**, select your WH6X device.



65. How to set up my WH6X device to work with Yealink UME?

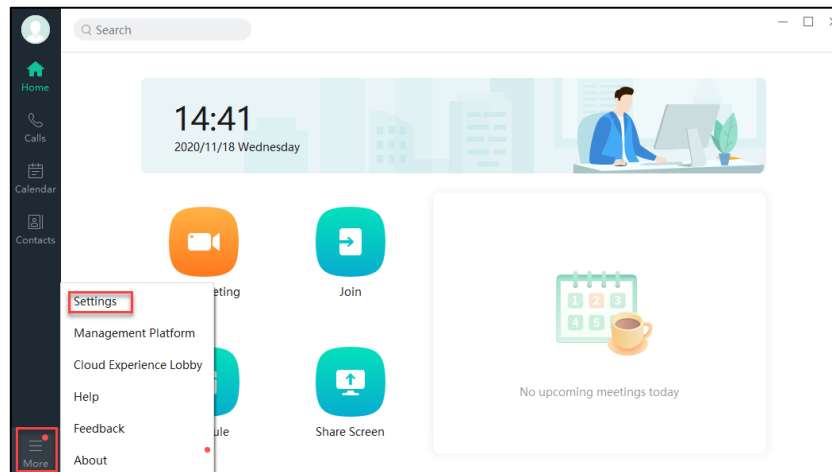
Procedure

1. Run **UME**.
2. Click on your profile picture at the top of the UME window.
3. Select **Settings**, and then select **Device**.
4. For each of the **Speaker** and **Microphone** settings, select your WH6X device.

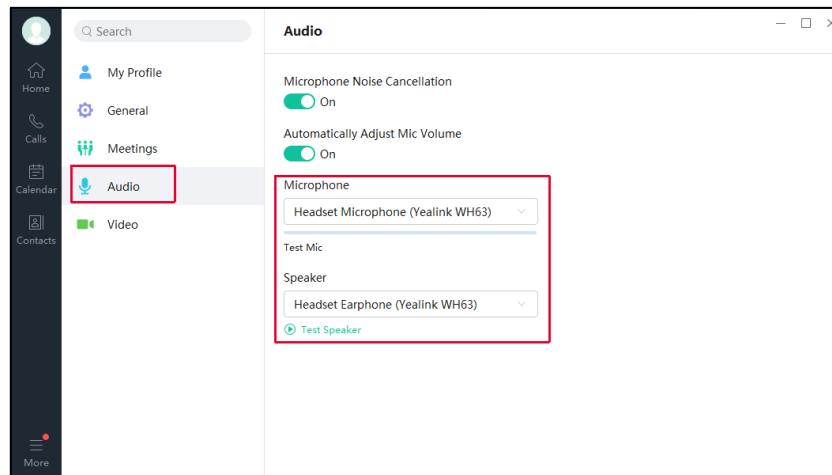


66. How to set up my WH6X device to work with Yealink Meeting?

1. Run **Yealink Meeting**.
2. Go to **More->Settings**.



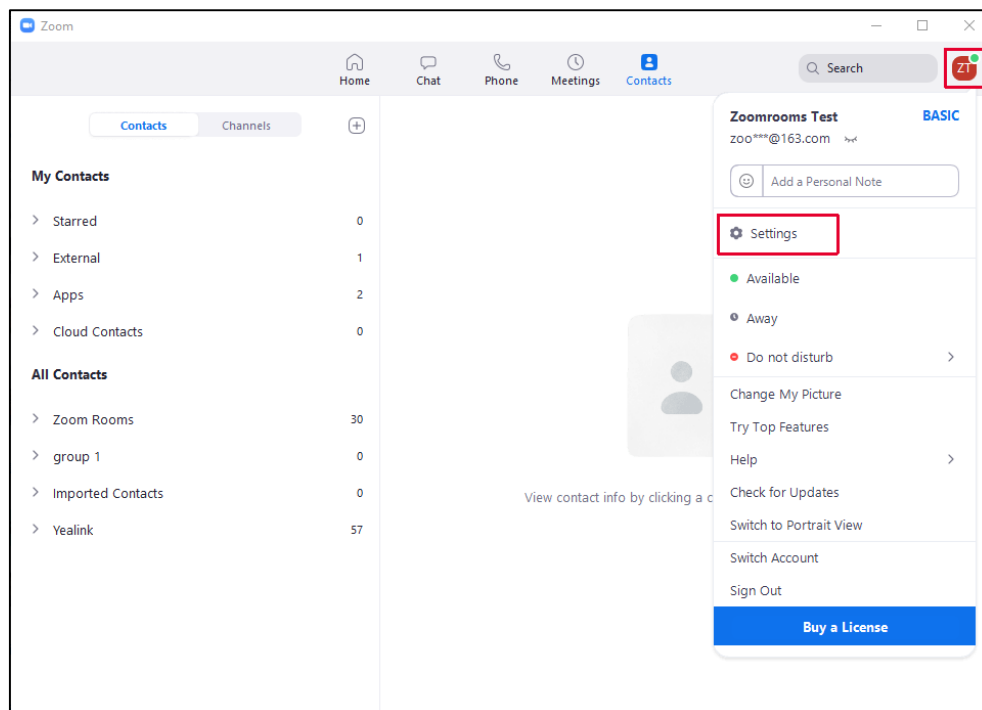
3. Select **Audio**.
4. For each of the **Speaker** and **Microphone** settings, select the Yealink WH6X device.



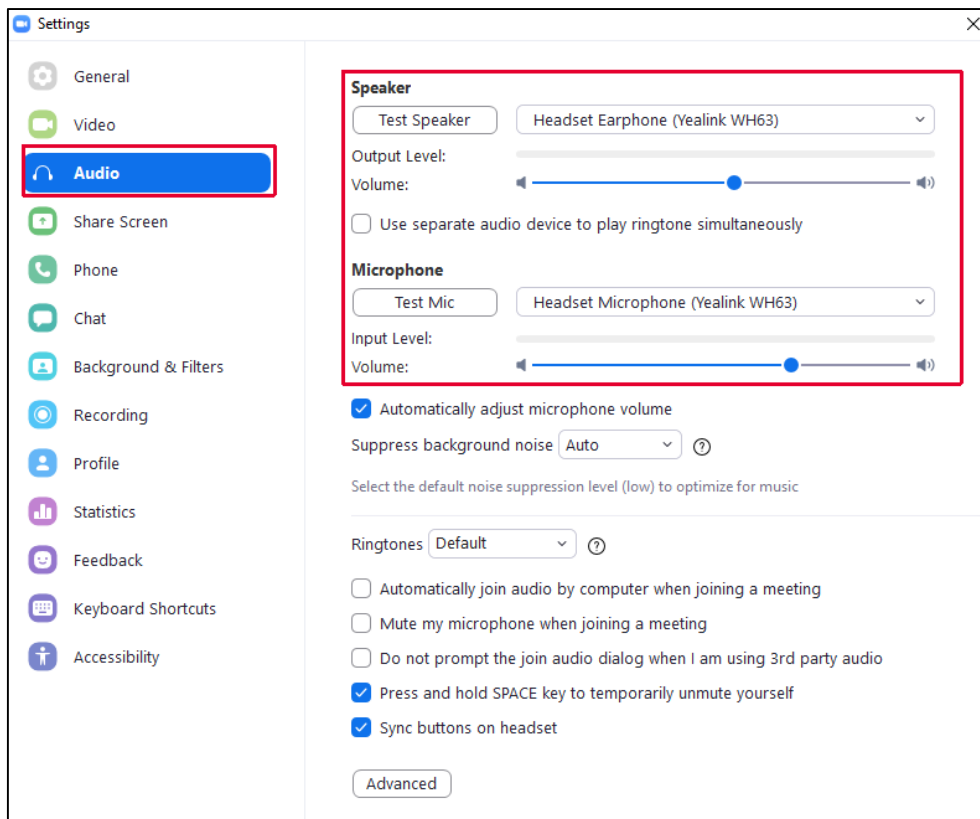
67. How to set up my WH6X device to work with Zoom for Windows?

Procedure

1. Run **Zoom**.
2. Click on your profile picture at the top of the Zoom window.
3. Select **Settings**.



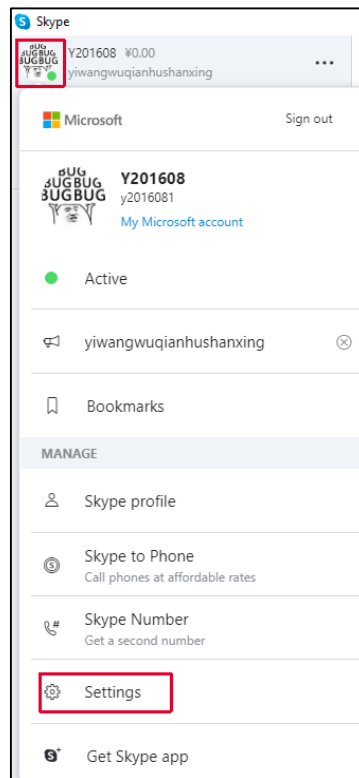
4. For each of the **Speaker** and **Microphone** settings, select the Yealink WH6X device.



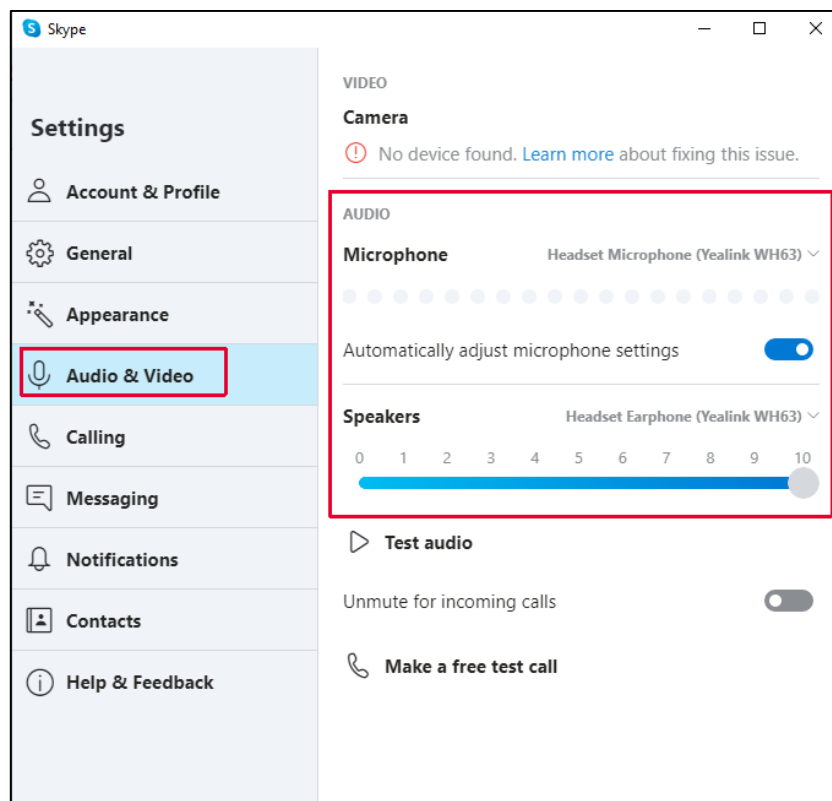
68. How to set up my WH6X device to work with Skype for Windows?

Procedure

1. Run **Skype**.
2. Click on your profile picture at the top of the Skype window.
3. Click **Settings**.



4. Click **Audio & Video**.
5. For each of the settings **Microphone** and **Speakers**, select the Yealink WH6X device.



Note: Images and text are for guidance purposes only. Actual images and text may vary depending on the connected device and updates to the software.