ELEVATE
UNIFIED COMMUNICATIONS

HEADSET QUICK START GUIDE SERIES

YOUR GUIDE FOR:

Yealink WH62 / WH66

CloudBusinessPhone.com

YEALINK WH62 / WH66 SERIES HEADSETS

Quick Start Guide

Use this guide to connect, charge and operate a Yealink WH62 or WH66 headset with your ELEVATE business communications environment.

01 Models & features

Both models are available in **Mono** (single-ear) and **Dual** (dual-ear) configurations. The WH66 additionally supports Bluetooth.

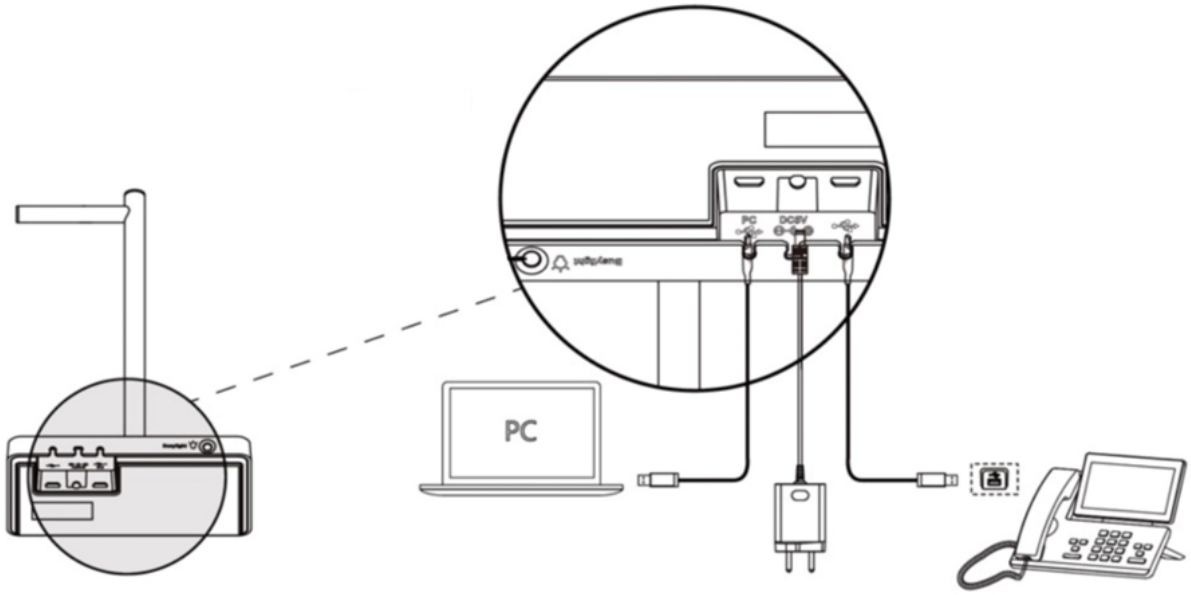
Model	Talk	Standby	Charge	Range
WH62 Mono	13 hrs	90 hrs	2.5 hrs	Up to 525 ft
WH62 Dual	14 hrs	125 hrs	2.5 hrs	Up to 525 ft
WH66 Mono	14 hrs	125 hrs	2.5 hrs	Up to 525 ft
WH66 Dual	15 hrs	150 hrs	2.5 hrs	Up to 525 ft

WH62 call controls: answer, end, mute and volume. WH66 adds Bluetooth. Actual controls may depend on the connected phone and ELEVATE client. See *Using Yealink Headsets With ELEVATE*.

02 Connect the headset

USB (WH62 and WH66)

1. Connect a **Micro-USB-to-USB-A cable** between the base station and your PC or desk phone.
2. Connect the power adapter to the base's **DC5V** port.
3. Where supported by your base and equipment, use the PC and desk-phone connections together.

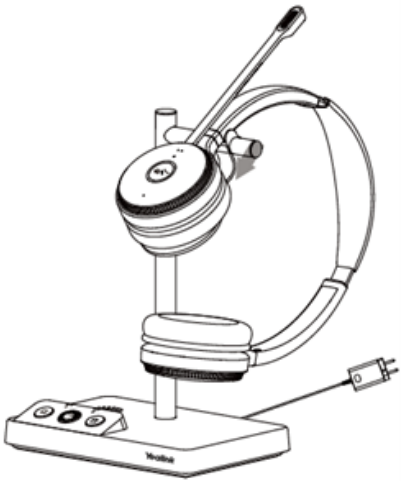


Original diagram: PC, power adapter and connected desk phone.

Bluetooth - WH66 only
Enable Bluetooth on the WH66 base to pair a supported smartphone or other Bluetooth device. The source guide describes connection to up to two devices at once, such as a PC and smartphone.

03 Pair & charge

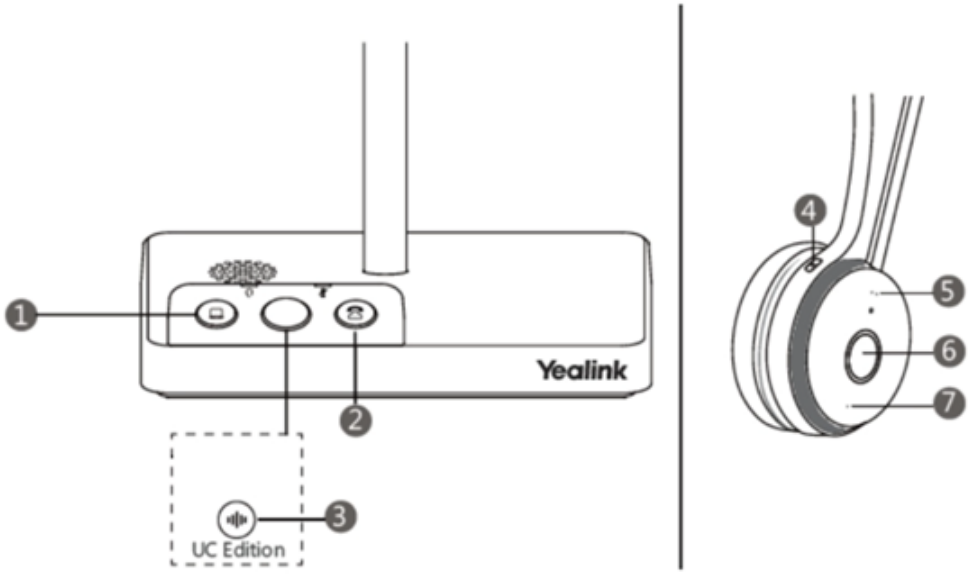
Place the headset into its base station to pair and charge it when not in use. The source guide recommends charging for **30 minutes before initial use**.



Original illustration: headset docked on its base station.

04 Buttons & call controls

Button positions are shown in the numbered diagram below. Actual software behavior may depend on the ELEVATE connection.



Original illustrated guide to controls numbered 1 through 7.

No.	Control	Function described in the source guide
1	**PC**	Answer/end softphone calls; double-click to decline a call.*
2	**Phone**	Desk-phone dialing screen and answer/ end desk-phone calls.
3	**Voice Assistant**	Hold two seconds to activate the assistant.*
4	**Mute**	Mute/unmute the microphone.*
5	**Volume Up**	Increase listening volume.*
6	**Call Control**	Answer/end a call.*
7	**Volume Down**	Decrease listening volume.*

*See *Using Yealink Headsets With ELEVATE* for service-specific controls.

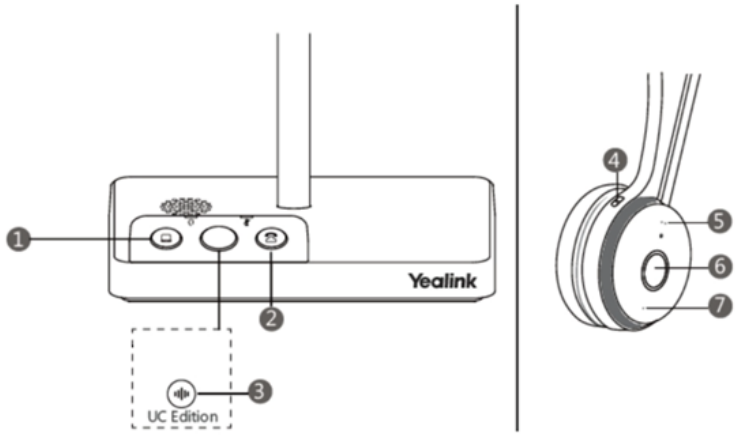
05 Yealink USB Connect

On a computer, the Yealink USB Connect utility can be used to customize device settings and manage firmware updates.

Software: yealink.com/product/yuc

At-a-glance reference

Keep this page near your workstation for the most-used WH62 and WH66 controls.



Reference: the same numbered controls shown on the preceding page.

Task	Control / location
Handle a PC softphone call	PC button (1)
Handle a desk-phone call	Phone button (2)
Mute/unmute microphone	Mute (4)
Increase / decrease volume	Volume Up (5) / Down (7)
Answer/end from headset	Call Control (6)
Pair / charge	Dock headset in base station
Update device settings	Yealink USB Connect utility

Need help with your ELEVATE headset?
CloudBusinessPhone.com | Service: 888.704.1789 (Option 1)
support@CloudBusinessPhone.com

Source: *Yealink WH62/WH66 Series Headsets Quick Start Guide* in the owner-supplied Word collection. Images and technical tables are from that section. Verify firmware, service configuration and supported call controls before external distribution.