

Yealink Headset for Training Scenarios

QUICK REFERENCE GUIDE



If you need to use two headsets for training purposes, you can utilize the Yealink USB App and two WH6X series headsets. One headset is considered “**The Trainer**” headset - this is the headset that will be used for communication. The other headset is considered “**The Trainee**” headset. This is the headset that will be “listening” only.

Important Considerations:

- + Only the WH6X series headsets can be used.
- + A maximum of 4 headsets can be paired.
- + Headsets must use the same docking method but do not have to be the same model. You can use the following combinations:
 - + (2) WH62 headsets
 - + (2) WH63 Headsets
 - + (2) WH66 Headsets
 - + (2) WH67 Headsets
 - + (1) WH62 Headset and (1) WH66 Headset
 - + (1) WH63 Headset and (1) WH67 Headset

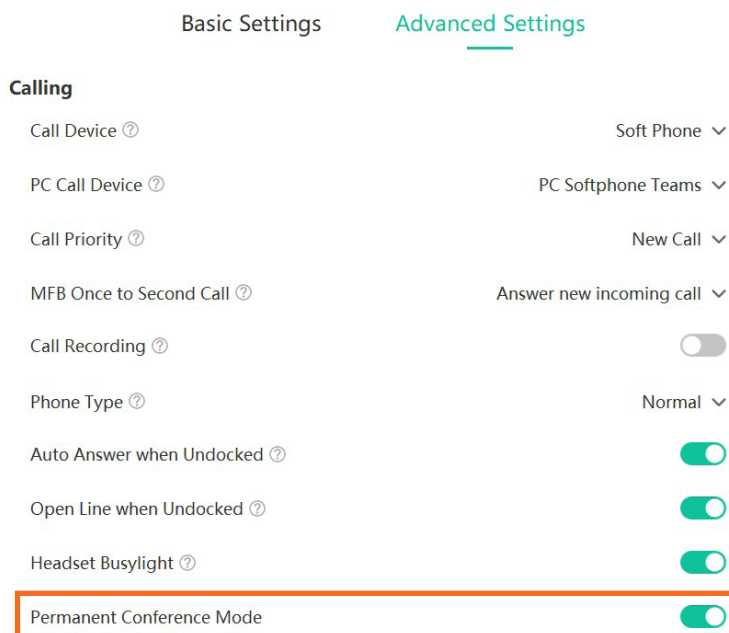
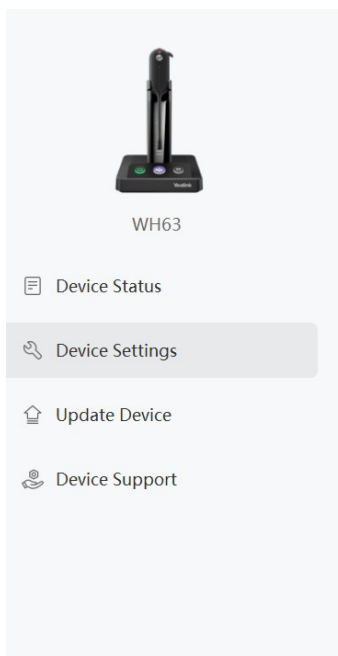
GETTING STARTED

Preparing the “Trainer’s” headset

- + Install or open the Yealink USB Connect Software. Refer to the Yealink USB Connect Quick Reference Guide for download information.
- + Connect the trainer’s base unit to a PC with the Yealink USB Connect Software. It must be connected to the base’s USB Port labeled PC.
- + Navigate to **Device Settings > Advanced Settings**.
- + Enable **Permanent Conference Mode** Setting.

This setting will allow the trainee headset to remain connected to the trainer’s base unit after each call.

NOTE: If you do not see this option, you may need to check that the firmware of the headsets are upgraded to the latest version.

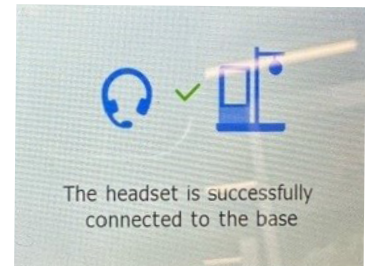
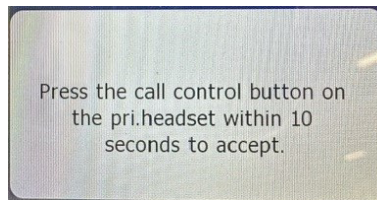
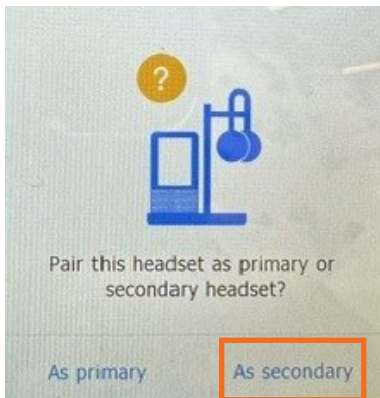


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Connecting the Trainee Headset

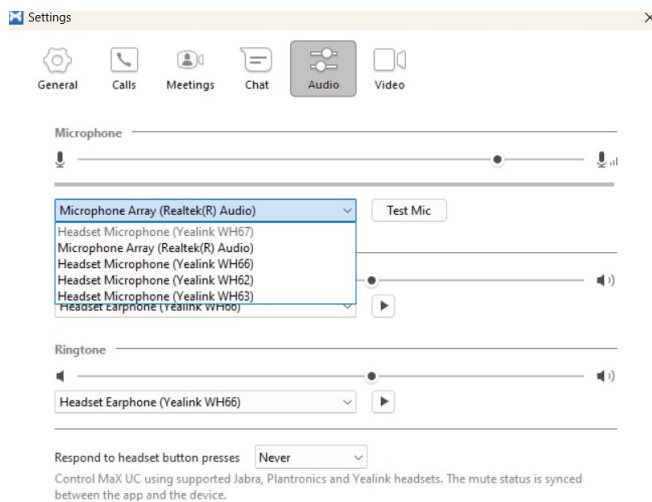
To Connect the trainee headset to the trainer's base:

- + Connect the trainee headset to a USB port of the PC.
- + Long press the call control button for 3 seconds and release it when you hear **"Power Off"**.
- + Long press the call control button again and hold it until you hear two messages, **"Power On"** and **"Pairing Mode"**.
- + On the trainer's base unit, remove the trainer's headset and long press the PC button until it begins to blink green.
- + Place the trainee's headset (in Pairing Mode) on the trainer's base unit.
The trainer headset will hear a "ding" sound.
On the **WH62** and **WH63** models
 - + press the call control button on the trainer's headset to accept the secondary headset.
The trainer headset will hear **"New Headset Joined"**.On the **WH66** and **WH67** Models,
 - + On the base display of the trainer headset, a message will display that says **"Pair the headset as Primary or secondary headset?"**
 - + Select **Secondary**.
The screen will say **"Press the call control button on the primary headset within 10 seconds to accept"**.
 - + Press the call control button on the primary (trainer) headset.
The trainer headset will hear **"New Headset Joined"**.
The display on the trainer's base will read **"The headset is successfully connect to the base"**.



Additional MaX UC Settings

In the Audio Settings of MaX UC, you must select the headset of the person who will be talking. This would be the trainer headset. The trainee headset will be able to listen, but will not be heard through the headset by either the trainer or the caller. You cannot select the trainee headset for Audio as it is programmed to listen only through the USB Connect app.



Additional Yealink USB Connect Settings

In Advanced Settings for both trainer and trainee headsets:

- + Platform should be set to UC
- + Call Device should be set to PC Softphone
- + PC Call Device should be set to PC Softphone MaXUC

Music Mode 



Platform 

UC 

Calling

Call Device 

PC Softphone 

PC Call Device 

PC Softphone MaXUC 

Call Priority 

New Call 

MFB Once to Second Call 

Answer new incoming call 