

# Bluetooth Wireless Headset

## BH71 Release Note

October 2023, Version xx.412.0.xx

### Latest Firmware Versions

- Firmware Version:  
Yealink BT51: 13.410.0.60 upgraded to 13.410.0.75  
Yealink BH71 Headset: 14.411.0.10 upgraded to 14.412.0.20 [Download Firmware](#).  
Yealink BH71 Workstation:166.411.0.10 upgraded to 166.412.0.25 [Download Firmware](#).  
Yealink BH71 Charging Case: 22.411.0.05 upgraded to 22.412.0.5 [Download Firmware](#).
- Applicable Models: BH71, BH71 Pro, BH71 Workstation, BH71 Workstation Pro

### What's new

No.	Description	Model
1	Supported managing the headset through the Yealink Connect application.	BH71/BH71 Pro/BH71 Workstation/BH71 Workstation Pro
2	Supported configuring the time for the headset to automatically enter sleep when it is not connected to other devices (8 hours by default), and the time can be changed through the Yealink USB Connect.	BH71/BH71 Pro/BH71 Workstation/BH71 Workstation Pro
3	Supported BH71 Workstation to connect to a PC via the USB cable and change the Bluetooth name of the headset through the Yealink USB Connect.	BH71/BH71 Pro/BH71 Workstation/BH71 Workstation Pro

### Optimization

No.	Description	Model
1	Optimized the prompt tone broadcast by the headset.	BH71/BH71 Pro/BH71 Workstation/BH71 Workstation Pro
2	Optimized the headset to play a low-battery reminder when calling in a low-battery state.	BH71/BH71 Pro/BH71 Workstation/BH71 Workstation Pro

**Bug Fixes**

No.	Description	Model
1	Fixed the low probability issue that when the BH71 Workstation is connected to the PC via USB cable, the PC's audio will play from the Workstation hands-free for 1 second and then switch to the headset.	BH71 Workstation/BH71 Workstation Pro
2	Fixed the low probability issue that when the BH71 Workstation is connected to the PC via USB cable, you adjust the volume on the headset, but the PC does not synchronize the volume.	BH71/BH71 Pro/BH71 Workstation/BH71 Workstation Pro

**May 2023, Version xx.411.0.xx****Latest Firmware Versions**

- Firmware Version:
  - Yealink BT51: 13.410.0.45 upgraded to 13.410.0.60
  - Yealink BH71 Headset: 14.410.0.35 upgraded to 14.411.0.10 [Download Firmware](#).
  - Yealink BH71 Workstation: 166.410.0.35 upgraded to 166.411.0.10 [Download Firmware](#).
  - Yealink BH71 Charging Case: 22.410.0.17 upgraded to 22.411.0.05 [Download Firmware](#).
- Applicable Models: BH71, BH71 Pro, BH71 Workstation, BH71 Workstation Pro

**Optimization**

No.	Description	Model
1	Optimized the Noise Proof feature of the BH71 headset.	BH71/BH71 Pro/BH71 Workstation/BH71 Workstation Pro
2	Optimized the BH71 headset to enter sleep mode after 8 hours of not being connected to any device.	BH71/BH71 Pro/BH71 Workstation/BH71 Workstation Pro
3	Optimized the voice guidance and light reminder when the BH71 headset prompts low battery.	BH71/BH71 Pro/BH71 Workstation/BH71 Workstation Pro

**Bug Fixes**

No.	Description	Model
1	Fixed the issue that the BH71 headset has a low probability of not reconnecting to the mobile phone after being removed from the charging case.	BH71 Pro/BH71 Workstation Pro
2	Fixed the issue that the BH71 headset was disconnected when connected to the mobile phone but not to the media audio.	BH71/BH71 Pro/BH71 Workstation/BH71 Workstation Pro

3	Fixed the issue that the mute detection was triggered when you did not speak during hands-free calls.	BH71 Workstation/BH71 Workstation Pro
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## BH72 Release Note

October 2023, Version x.413.0

### Latest Firmware Versions

- Firmware Version:

Yealink BH72: upgraded to 9.413.0.35 [Download Firmware](#).

- Applicable Models: BH72

### What's new

No.	Description
1	Supported for UC/Teams Platform Switching.
2	Supported custom adjustment of sidetone level on Yealink USB Connect.

### Optimization

No.	Description
1	<p>Optimized the definition of device connection.</p> <ol style="list-style-type: none"> <li>Manually disconnect all connections with the headset on the Host device; the headset enters the connected state for 8 hours and goes to sleep after the timeout.</li> <li>After the headset and the device are abnormally disconnected, the headset returns to the device in the priority order of rear disconnection. <ul style="list-style-type: none"> <li><b>0-30s</b>: continuous reconnection.</li> <li><b>30s-15min</b>: reconnect is triggered every 20 seconds.</li> <li><b>15min-1.5H</b>: reconnect is triggered every 30 seconds.</li> </ul> </li> <li>When the headset is turned on or pressing the Power key to trigger an active connection, it will enter the connected state for 8 hours (including active connection time) if no device is connected for 5 minutes. Then, enter sleep after the timeout.</li> </ol>
2	<p>Optimized the definition of sleep mode.</p> <p>In the non-connected state, the headset recognizes the wearing state, does not enter the sleep mode after the connection timeout, and is in the connectable state. No new wearing state for 30 seconds; then enter sleep mode.</p>
3	<p>Optimized the definition of low battery.</p> <p>The low battery state includes two types: low power warning stage (when 1.5H remaining) and ultra-low power alarm stage (0.5H remaining).</p>
4	Optimized intelligent silent reminder experience.

### Bug Fixes

No.	Description
1	Fixed other bugs.

## November 2022, Version x.412.0

### Latest Firmware Versions

- Firmware Version:  
Yealink BH72: upgraded to 9.412.0.20 [Download Firmware](#).
- Applicable Models: BH72

### Optimization

No.	Description
1	Supported wireless OTA upgrade for headset via the BT51 Bluetooth Dongle.
2	Supported customizing playback sequence when connecting the headset to multiple audio devices.
3	Supported the <b>Yealink USB Connect</b> application on the PC and <b>Yealink Connect</b> application on your mobile phone to manage headphones at the same time.
4	Added the <a href="#">Hearing Protection</a> feature to the headset.
5	Added the <a href="#">PC Call Device</a> feature for the headset to compatibility with multiple softphones on the PC and supported the target softphone to activate the outgoing call and dial tone.
6	Optimized the call noise from headset to improve the audio quality.

### Bug Fixes

No.	Description
1	Fixed the connection stability between the headset and other devices.
2	Fixed other bugs.

## BH76 Release Note

### October 2023, Version x.413.0

### Latest Firmware Versions

- Firmware Version:  
Yealink BH76: upgraded to 10.413.0.40 [Download Firmware](#).

- Applicable Models: BH76

### What's new

No.	Description
1	Supported for UC/Teams Platform Switching.
2	Supported custom adjustment of sidetone level on Yealink USB Connect.

### Optimization

No.	Description
1	<p>Optimized the definition of device connection.</p> <ol style="list-style-type: none"> <li>1. Manually disconnect all connections with the headset on the Host device; the headset enters the connected state for 8 hours and goes to sleep after the timeout.</li> <li>2. After the headset and the device are abnormally disconnected, the headset returns to the device in the priority order of rear disconnection.</li> </ol> <ul style="list-style-type: none"> <li>- <b>0-30s</b>: continuous reconnection.</li> <li>- <b>30s-15min</b>: reconnect is triggered every 20 seconds.</li> <li>- <b>15min-1.5H</b>: reconnect is triggered every 30 seconds.</li> </ul> <ol style="list-style-type: none"> <li>3. When the headset is turned on or pressing the Power key to trigger an active connection, it will enter the connected state for 8 hours (including active connection time) if no device is connected for 5 minutes. Then, enter sleep after the timeout.</li> </ol>
2	<p>Optimized the definition of sleep mode.</p> <p>In the non-connected state, the headset recognizes the wearing state, does not enter the sleep mode after the connection timeout, and is in the connectable state. No new wearing state for 30 seconds; then enter sleep mode.</p>
3	<p>Optimized the definition of low battery.</p> <p>The low battery state includes two types: low power warning stage (when 1.5H remaining) and ultra-low power alarm stage (0.5H remaining).</p>
4	Optimized wearing detection experience.
5	Optimized intelligent silent reminder experience.

### Bug Fixes

No.	Description
1	Fixed other bugs.

## November 2022, Version x.412.0

### Latest Firmware Versions

- Firmware Version:
  - Yealink BH76: upgraded to 10.412.0.20 [Download Firmware](#).
- Applicable Models: BH76

## Optimization

No.	Description
1	Supported wireless OTA upgrade for headset via the BT51 Bluetooth Dongle.
2	Supported customizing playback sequence when connecting the headset to multiple audio devices.
3	Supported the <b>Yealink USB Connect</b> application on the PC and <b>Yealink Connect</b> application on your mobile phone to manage headphones at the same time.
4	Added the <b>Hearing Protection</b> feature to the headset.
5	Added the <b>PC Call Device</b> feature for the headset to compatibility with multiple softphones on the PC and supported the target softphone to activate the outgoing call and dial tone.
6	Optimized the call noise from headset to improve the audio quality.

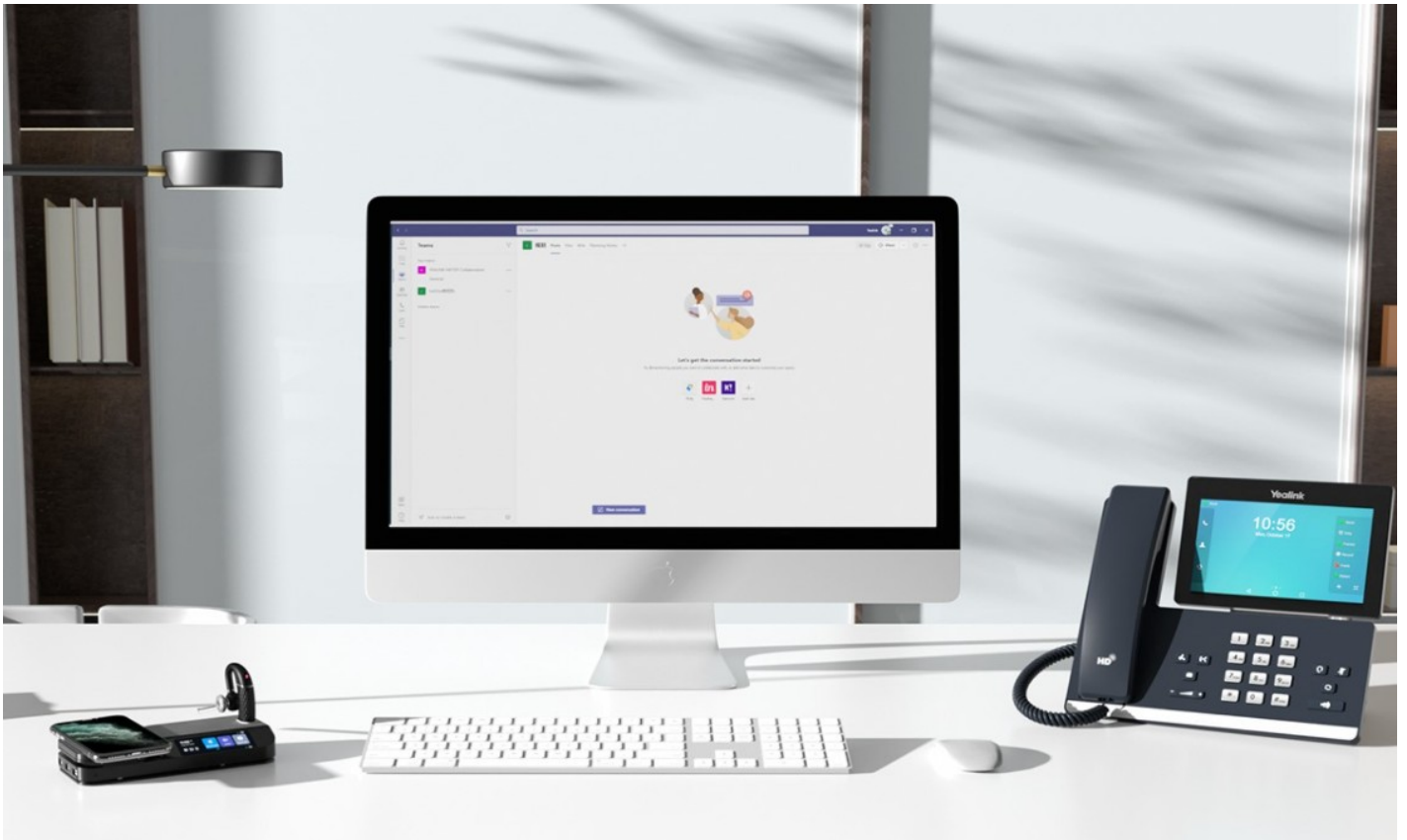
## Bug Fixes

No.	Description
1	Fixed the connection stability between the headset and other devices.
2	Fixed other bugs.

# Product Introduction

## Datasheet

### BH71 Datasheet



## Yealink Mono Bluetooth Headset System for hybrid working and on-the-go

The BH71 Mono **Bluetooth Wireless Business Headset** System provides high-definition audio quality no matter in the car, on the train or in the office whether connected to your smartphone, desk phone or PC. With the 4-mic beamforming noise cancellation technology, you can always be heard clearly. The BH71 **conference headset** also provides an adjustable ear hook for comfortable wearing, and you can pull out the ear hook easily to best fit your ear. Whether you are on-the-go or in the office, BH71 can guarantee a 10-hour talk time to secure your all-day use. What's more, with the portable charging case of BH71 Pro and BH71 Workstation Pro, it can provide a 20-hour of extra battery life and even cover all week's use. BH71 Workstation and BH71 Workstation Pro models have a station, it can connect to your desk phone, PC, and smartphone simultaneously and provide you with an all-in-one UC communication experience. The station also has a 3-inch touch screen, a speakerphone, 3 USB 3.0 ports, and a Qi wireless charger for your smartphone, which can make your office look stylish and nice.



4-mic beamforming noise cancellation technology



Adjustable ear hook



Excellent audio experience and all day wearing comfort



10-hour talk time



20-hour of extra battery life



Multiple connections



Touch screen Speakerphone



USB hub Qi wireless charging

**Key Features**



**4-Mic Beamforming Noise Cancellation Technology**

No matter where you are, navigating the busy streets or working in the office, BH71 can also secure a crystal-clear communication experience with the 4-Mic beamforming noise cancellation technology.

**All-day wearing comfort**

You can easily adjust the ear hook to fit your ear best. Pull out the hook and put it on, and you can wear it with all-day comfort. The whole headset only weighs 18 grams, which makes your ear happy all day.

**Powerful battery life to guarantee your all-day use**

BH71 can provide 10-hour talk time, which is enough for all-day use. What’s more, BH71 Pro and BH71 Workstation Pro have a portable charging case that can provide the headset an extra 20-hour battery life of talk time. When you are not using the headset, just put it in the case to charge it. The charging case can be used for one week and help you fight till the last minute without power anxiety when on-the-go. (BH71 model offers a carrying case without a built-in battery).

**All-in-one workstation**

BH71 Workstation and BH71 Workstation Pro have an all-in-one station. It can connect to the desk phone, PC, and smartphone simultaneously and provide you with an integrated communication experience. The station also has a 3-inch touch screen with zero learning cost. It also has a built-in speakerphone to provide multiple communication modes. With 3 USB 3.0 ports a Qi wireless charger for your smartphone, the station can help you leave out unnecessary cords and keep your desk clean.

**Specifications**

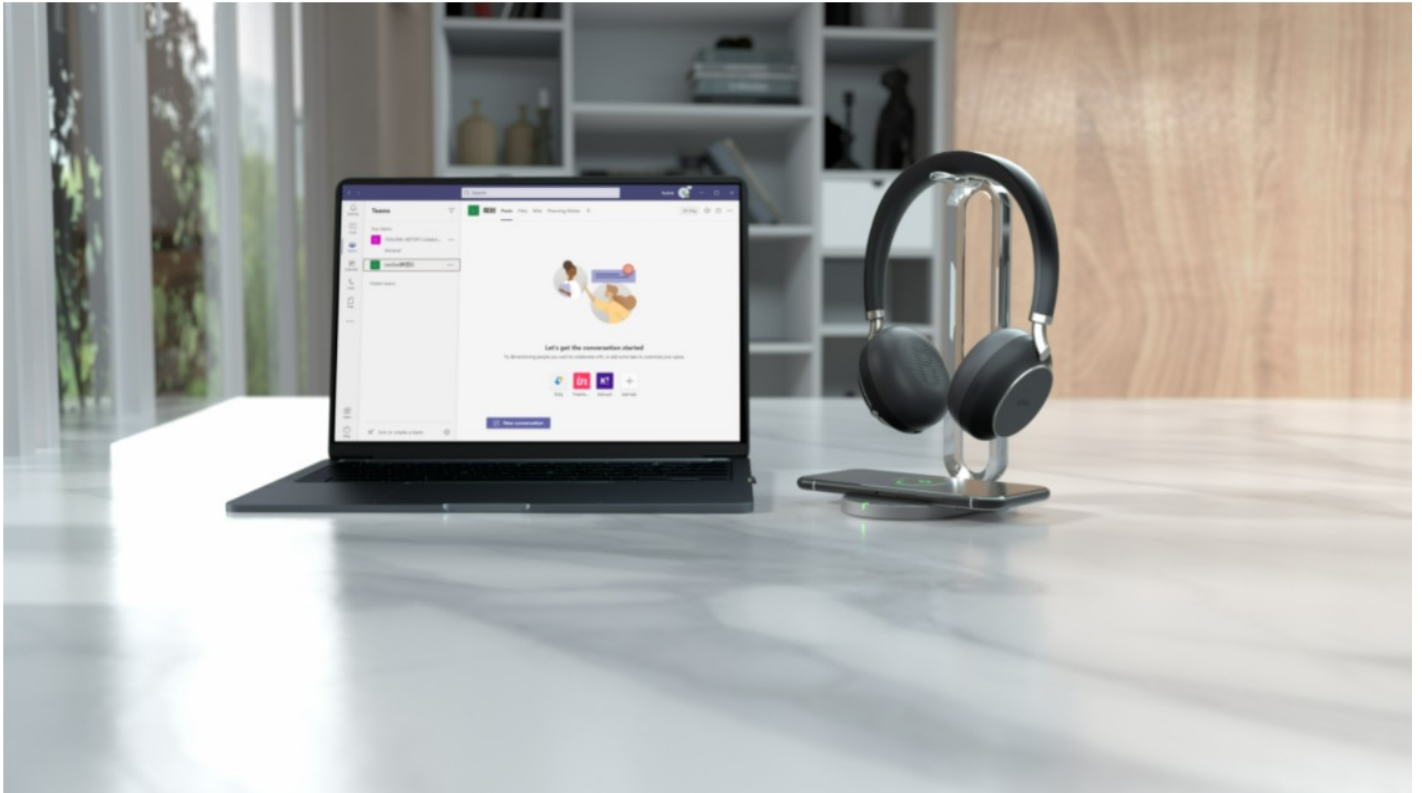
Specifications	Introduction
Weight	<ul style="list-style-type: none"> <li>Headset: 18 g</li> <li>Charging Case: 65 g</li> <li>Carrying Case: 52 g</li> <li>Station: 359 g</li> </ul>
Station	<ul style="list-style-type: none"> <li>Screen: 3"</li> <li>Wired Connectivity: 1 Micro USB 2.0, 1 Type-C USB 3.0</li> <li>AC Power Supply: 15 V</li> <li>Power Consumption: Max 23 W</li> </ul>



<p>Bluetooth (Headset)</p>	<ul style="list-style-type: none"> <li>· Bluetooth Version: Bluetooth 5.2</li> <li>· Bluetooth Profile: HFP 1.7, A2DP 1.3, AVRCP 1.6</li> <li>· Bluetooth Pairing List: 8</li> <li>· Simultaneous Bluetooth Connections: 2</li> <li>· Wireless range: 100ft (in ideal conditions)</li> </ul>
<p>Bluetooth (Station)</p>	<ul style="list-style-type: none"> <li>· Bluetooth Version: Bluetooth 5.0</li> <li>· Bluetooth Profile: HFP 1.7, A2DP 1.3, AVRCP 1.3</li> <li>· Bluetooth Pairing List: 8</li> <li>· Simultaneous Bluetooth Connections: 2</li> <li>· Wireless range: 250ft (in ideal conditions)</li> </ul>
<p>Supported PC/Smartphone Operating Systems</p>	<ul style="list-style-type: none"> <li>· Microsoft Windows®, Apple Mac OS, Android, iOS</li> </ul>
<p>Supported Devices</p>	<ul style="list-style-type: none"> <li>· PC, Yealink SIP Phone*, Smartphone, BT51A</li> </ul>
<p>Battery Headset</p>	<ul style="list-style-type: none"> <li>· Battery Type: Rechargeable Lithium-ion</li> <li>· Battery Capacity: 160 mAh</li> <li>· Talking Time: 10-hour</li> <li>· Music Time: 10-hour</li> <li>· Standby Time: 11 days</li> <li>· Charging Time: Up to 90 min</li> </ul>
<p>Battery Charging Case (BH71 Pro/BH71 Workstation Pro)</p>	<ul style="list-style-type: none"> <li>· Battery Type: Rechargeable Lithium-ion</li> <li>· Battery Capacity: 420 mAh</li> </ul>
<p>Wireless Charger</p>	<ul style="list-style-type: none"> <li>· The Number of Wireless Charging Coils: 1</li> <li>· Wireless Charging Power: Max. 15 W (iPhone doesn't support 15W wireless charging)</li> <li>· Wireless Charging Effective Distance: Coil alignment center distance within 8 mm diameter range</li> </ul>
<p>Wireless Range (BH71/BH71 Pro)</p>	<ul style="list-style-type: none"> <li>· Up to 30 m</li> </ul>
<p>Built-in USB Hub</p>	<ul style="list-style-type: none"> <li>· 3 Type-A USB 3.0</li> </ul>
<p>Audio (Headset)</p>	<ul style="list-style-type: none"> <li>· Speaker Size: ø13mm*h3.7mm</li> <li>· Speaker Sensitivity: 110 db±3@1KHz</li> <li>· Speaker Impedance: 32 Ω@1KHz</li> <li>· Speaker Max Input Power: 10 mw</li> <li>· Speaker Frequency Range: 100 Hz-20 kHz</li> <li>· Speaker Bandwidth-Music Mode: 100 Hz-20 kHz</li> <li>· Speaker Bandwidth-Speak Mode: 100 Hz-8 kHz</li> <li>· Microphone Type: Omni MEMS MIC</li> <li>· Microphone Sensitivity: -38 dBV/Pa</li> <li>· Microphone Frequency Range: 100 Hz-8 kHz</li> <li>· Audio Codecs: SBC</li> </ul>

<p>Audio (Station)</p>	<ul style="list-style-type: none"> <li>· Speaker Size: ø45mm*h25mm</li> <li>· Speaker Sensitivity: 98 dB@1W/0.1M</li> <li>· Speaker Impedance: 4Ω@1Khz</li> <li>· Speaker Max Input Power: 5 W</li> <li>· Speaker Frequency Range: 80 Hz-20 KHz</li> <li>· Microphone Type: Omni MEMS MIC</li> <li>· Microphone Sensitivity: -38 dBV/Pa</li> <li>· Microphone Frequency Range: 100 Hz-8 kHz</li> <li>· Audio Codecs: SBC</li> </ul>
<p>Package Contents</p>	<ul style="list-style-type: none"> <li>· BH71/BH71 Pro</li> <li>- BHM711 Headset</li> <li>- Eartips</li> <li>- Type-C 2.0 Cable</li> <li>- Quick Start Guide</li> <li>- BHC71 Carrying case (Only for BH71)</li> <li>- BT51A Dongle (Only for BH71 Pro)</li> <li>- BHC71P Charging case (Only for BH71 Pro)</li> <li>· BH71 Workstation/BH71 Workstation Pro</li> <li>- BHM711 Headset</li> <li>- Eartips</li> <li>- Power Adapter</li> <li>- Micro USB 2.0 Cable</li> <li>- Type-C 3.0 Cable</li> <li>- BHB710 Station</li> <li>- Quick Start Guide</li> <li>- BT51A Dongle (Only for BH71 Workstation Pro)</li> <li>- BHC71P Charging Case (Only for BH71 Workstation Pro)</li> </ul>
<p>Packing</p>	<ul style="list-style-type: none"> <li>· BH71/BH71 Pro:</li> <li>- Giftbox Size(mm): 134.5 x 79.3 x 45 mm</li> <li>- Carton Meas(mm): 460 x 323 x 145 mm</li> <li>· BH71 Workstation:</li> <li>- Giftbox Size(mm): 288 x 110 x 59 mm</li> <li>- Carton Meas(mm): 620 x 230 x 300 mm</li> <li>· BH71 Workstation Pro:</li> <li>- Giftbox Size(mm): 288 x 110 x 65 mm</li> <li>- Carton Meas(mm): 680 x 230 x 300 mm</li> </ul>

## BH72 Datasheet



## Yealink Essential Bluetooth Headset

The Yealink BH7X Bluetooth Wireless Business Headset provides a stylish appearance. With high-definition audio quality, retractable hidden microphone arm technology, and Yealink Acoustic Shield Technology supported by dual microphones. It allows users to quickly transform any place into an office, providing them with a mix of high-definition professional audio and optimized music playback experience. BH72 is available in a Lite model and the Business version, which supports an optional multi-functional wireless charging stand.



Retractable hidden microphone arm



Multiple microphones Acoustic Shield Technology



Excellent audio experience and all day wearing comfort



Dual-side busylight for full visible angles



Up to 40 hours wireless battery life



Qi wireless charging (BH72)

### Key Features



**With Business and Stylish Appearance**

Yealink BH72 Bluetooth Wireless Headset series is equipped with Yealink’s uniquely designed retractable hidden microphone arm with magnetic slide. You can easily pull out the microphone boom arm to obtain professional audio quality, and you can easily hide the microphone boom arm to obtain a stylish appearance. It allows you to enjoy music more simply and easily adapt to various outdoor activities.

**Multiple Microphones Acoustic Shield Technology**

With Yealink Acoustic Shield Technology, the two Microphones built into the BH72 block the background noise automatically but ensure participant voice be heard clearly, greatly boosting communication efficiency.

**Unparparticipant’ sic and Calling Experience**

Designed for music and calls, BH72 supports dynamic EQ to switch between call mode and music mode automatically. The new angled ear cushion design and oval memory foam isolate the ambient noise, bringing excellent passive noise reduction and creating the best listening experience.

**Multi-functional Wireless Charging (BH72 Lite not supported)**

Its long battery life offers up to 35 hours of talking time, saving users from searching for a charger. The optional Qi charging stand for the BH72 provides easy charging while keeping the device on the desk. This same charger works for any device that supports Qi – like a mobile.

**Visible Busylight for Ultra-wide Angle**

Visibility indicators in both sides of the BH72 automatically glow red when you call or attend a meeting, reducing external interference. Focus on the conversation. The BH72 range is available in both UC and Teams variants. Platform selection can be either via the choice of the unit purchased or via Yealink Connect USB software.

**Specifications**

Specifications	Introduction
Battery	<ul style="list-style-type: none"> <li>· Talking time: up to 35 hours</li> <li>· Music time: up to 40 hours</li> <li>· Standby time: 112 hours</li> <li>· Charging Time (cable): within 2 hours</li> <li>· Charging Time (wireless charging): within 3 hours</li> </ul>

Audio	<ul style="list-style-type: none"> <li>· Active Noise Cancellation: N/A</li> <li>· Speaker size: 35 mm Ø</li> <li>· Speaker sensitivity: 117 dB @1 mW - 1 k Hz</li> <li>· Speaker max input power: 50 mW</li> <li>· Speaker frequency range: 20 Hz - 20 k Hz</li> <li>· Speaker bandwidth - Music mode: 20 Hz - 20 k Hz</li> <li>· Speaker bandwidth - Speak mode: 100 Hz - 8 k Hz</li> <li>· Microphone type: 1 directional Analog ECM and 1 Analog MEMS</li> <li>· Microphone sensitivity: -15.66 dBFS/Pa</li> <li>· Microphone frequency range 100 Hz-8 k Hz: SBC</li> <li>· Audio codecs: Supported</li> <li>· User hearing protection: EN50332</li> </ul>
Connectivity	<ul style="list-style-type: none"> <li>· Connection (computer and mobile devices): USB-A/USB-C Bluetooth adapter, Bluetooth</li> <li>· Bluetooth® device: Yes</li> <li>· Bluetooth version: Bluetooth 5.2</li> <li>· Bluetooth profiles: HSP v1.2 , HFP v1.7, A2DP v1.3, AVRCP v1.6, PBAP v1.1, SPP v1.2</li> <li>· Operating range: Up to 30 m/Up to 100 ft</li> <li>· Bluetooth pairing list: Up to 8 devices</li> <li>· Simultaneous Bluetooth connections: 2</li> </ul>

Package Features	<ul style="list-style-type: none"> <li>· Package contents:</li> <li>- BH72/BH72 Lite Bluetooth Headset</li> <li>- BT51-A/BT51-C USB Dongle</li> <li>- 1.2 m USB 2.0 USB-A to USB-C Cable</li> <li>- Drawstring Bag Black for Headset</li> <li>- Quick Start Guide</li> <li>· Optional accessories:</li> <li>- BHC76 Wireless Charging Stand (optional)</li> <li>- Power Adapter (optional)</li> <li>· Product net weight:</li> <li>- BH72 Lite headset: 192 g</li> <li>- BH72 headset: 192 g</li> <li>- BHC76 wireless charging stand : 297 g</li> <li>· Giftbox package size:</li> <li>- BH72 Lite: 194 mm x 207 mm x 53 mm</li> <li>- BH72: 194 mm x 207 mm x 53 mm</li> <li>- BH72 with Charging Stand: 274 mm x 261 mm x 95 mm</li> <li>· N.W/CTN:</li> <li>- BH72 Lite: 3.902 kg</li> <li>- BH72: 3.902 kg</li> <li>- BH72 with Charging Stand: 5.494 kg</li> <li>· Carton package size:</li> <li>- BH72 Lite: 550 mm x 202 mm x 220 mm</li> <li>- BH72: 550 mm x 202 mm x 220 mm</li> <li>- BH72 with Charging Stand: 495 mm x 280 mm x 275 mm</li> <li>· G.W/CTN:</li> <li>- BH72 Lite: 4.360 kg</li> <li>- BH72: 4.360 kg</li> <li>- BH72: BH72 with Charging Stand: 6.088 kg</li> </ul>
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**Product Type**

• **Product**

SKU	Model Name
1208600	BH72 Lite Teams Black USB-A
1208602	BH72 Lite Teams Light Gray USB-A
1208604	BH72 Lite UC Black USB-A
1208607	BH72 Lite UC Light Gray USB-A
1208633	BH72 Teams Black USB-A
1208635	BH72 Teams Light Gray USB-A
1208637	BH72 UC Black USB-A
1208639	BH72 UC Light Gray USB-A

1208609	BH72 with Charging Stand Teams Black USB-A
1208611	BH72 with Charging Stand Teams Light Gray USB-A
1208613	BH72 with Charging Stand UC Black USB-A
1208615	BH72 with Charging Stand UC Light Gray USB-A
1208601	BH72 Lite Teams Black USB-C
1208603	BH72 Lite Teams Light Gray USB-C
1208605	BH72 Lite UC Black USB-C
1208608	BH72 Lite UC Light Gray USB-C
1208634	BH72 Teams Black USB-C
1208636	BH72 Teams Light Gray USB-C
1208638	BH72 UC Black USB-C
1208640	BH72 UC Light Gray USB-C
1208610	BH72 with Charging Stand Teams Black USB-C
1208612	BH72 with Charging Stand Teams Light Gray USB-C
1208614	BH72 with Charging Stand UC Black USB-C
1208616	BH72 with Charging Stand UC Light Gray USB-C

- **Accessories**

SKU	Model Name
1308057	BHC76
1300007	BT51-A
1300008	BT51-C

## Quick Guide

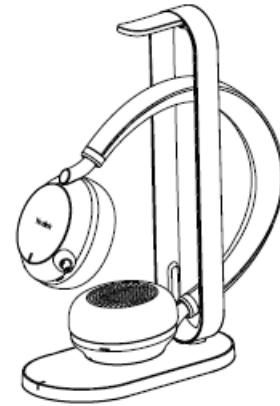
Retractable Hidden Microphone Arm



USB Cable Charging



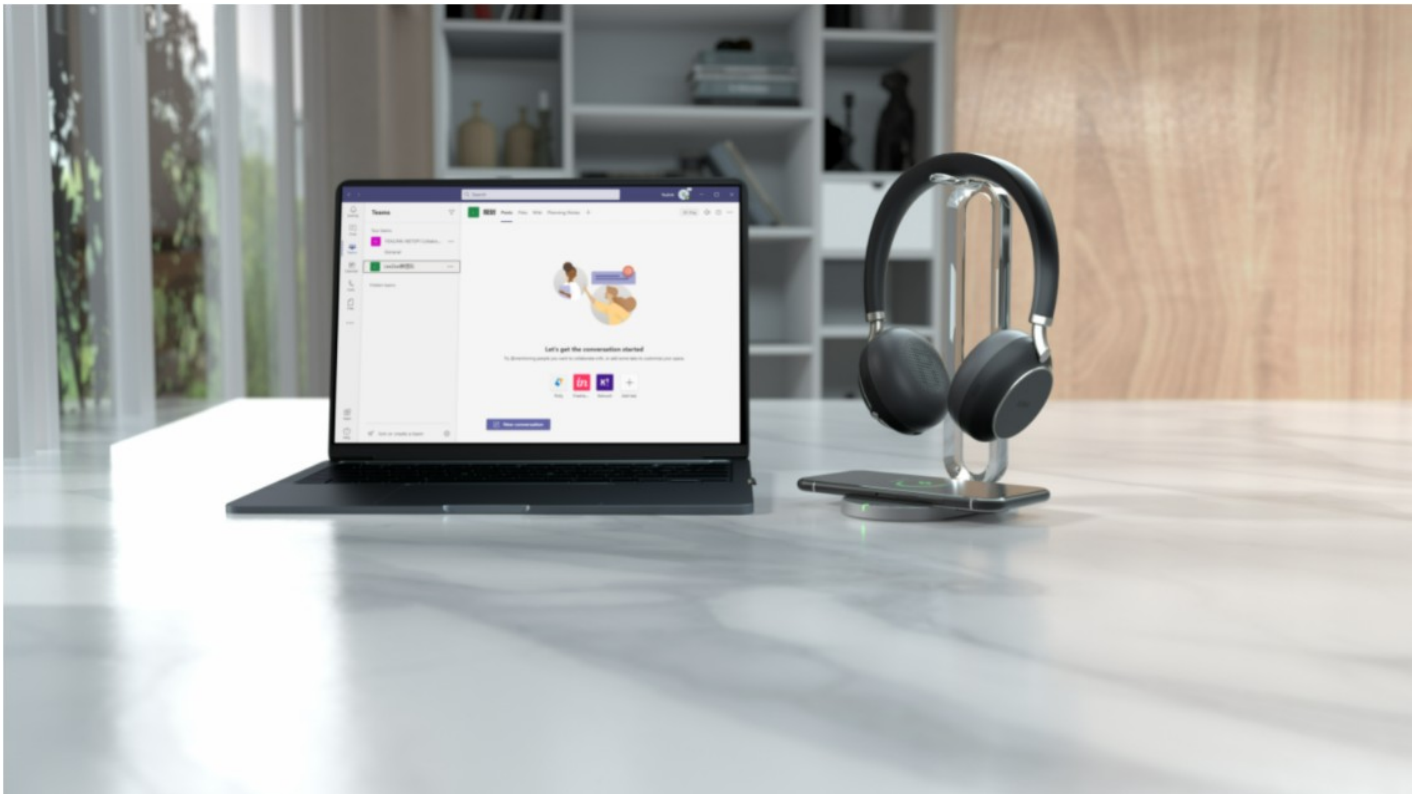
Wireless Charging\*



\*BH72 Lite not supported

For more information, please go to the [Yealink official website](#).

## BH76 Datasheet



### Yealink Bluetooth Business Headset

The Yealink BH76 Bluetooth Wireless Business Headset provides a stylish appearance, with ultimate audio quality playback experience, retractable hidden microphone arm technology, 3 levels of active noise cancellation (ANC), and Yealink Acoustic Shield Technology supported by multiple microphones. It allows users to transform any place into an office quickly. With the Qualcomm aptX digital audio algorithm, BH76 **conference headset** can bring users a



mix of high-definition professional audio and optimized music playback experience. You can choose BH76 or BH76 with a multifunctional wireless charging stand according to your needs.



Retractable hidden microphone arm



Multiple microphones Acoustic Shield Technology



3 levels of ANC



Qualcomm aptX HD



Up to 40 hours wireless battery life



Qi wireless charging stand



Dual-side busylight for full visible angles



Excellent audio experience and all day wearing comfort

**Key Features**



**With Business and Stylish Appearance**

Yealink BH76 Bluetooth Wireless Headset series is equipped with Yealink’s uniquely designed retractable hidden microphone arm with a magnetic slide. You can easily pull out the microphone boom arm to obtain professional audio quality and hide the microphone boom arm to obtain a stylish appearance. It allows users to enjoy music more simply and easily adapt to various outdoor activities.

**Multiple Microphones Acoustic Shield Technology**

With Yealink Acoustic Shield Technology, the two Microphones built into the BH76 block the background noise automatically but ensure the participant’s voice is heard clearly, greatly boosting communication efficiency.

**Unparalleled Music and Calling Experience**

Designed for music and calls, BH76 supports a dynamic EQ that can automatically switch between call mode and music mode. With Qualcomm aptX digital audio algorithm, BH76 can bring users a CD-level lossless audio quality experience. The BH76 supports 3 levels of active noise cancellation (ANC) that can enhance users’ noise reduction in any noise environment. The passive noise reduction performance brought by the new beveled ear cushion design and oval memory foam of the BH76 can provide a great listening experience for users.

### Multi-functional Wireless Charging

Its long battery life offers up to 40 hours, saving users from searching for a charger. The BH76 supports USB and wireless charging. The optional Qi charging stand for the BH76 provides easy charging while keeping the device on the desk. This charger works for any mobile that supports Qi and personal devices such as TWS.

### Visible Busylight for Ultra-wide Angle

When users make a call or attend a meeting, the visibility indicators on both sides of the BH76 automatically glow red to reduce external interference and allow users to focus on the conversation.

## Specifications

Specifications	Introduction
Battery	<ul style="list-style-type: none"> <li>· Talking time: up to 35 hours</li> <li>· Music time: up to 40 hours</li> <li>· Standby time: 112 hours</li> <li>· Charging Time (cable): within 2 hours</li> <li>· Charging Time (wireless charging): within 3 hours</li> </ul>
Audio	<ul style="list-style-type: none"> <li>· Active Noise Cancellation: YES</li> <li>· Speaker size: 35 mm Ø</li> <li>· Speaker sensitivity: 117 dB @1 mW - 1k Hz</li> <li>· Speaker max input power: 50 mW</li> <li>· Speaker frequency range: 20 Hz - 20 k Hz</li> <li>· Speaker bandwidth - Music mode: 20 Hz - 20 k Hz</li> <li>· Speaker bandwidth - Speak mode: 100 Hz - 8 k Hz</li> <li>· Microphone type: 1 directional Analog ECM and 4 Analog MEMS</li> <li>· Microphone sensitivity: -15.66 dBFS/Pa</li> <li>· Microphone frequency range 100 Hz-8k Hz: SBC</li> <li>· Audio codecs: Aptx-HD</li> <li>· User hearing protection: EN50332</li> </ul>
Connectivity	<ul style="list-style-type: none"> <li>· Connection (computer and mobile devices): USB-A/USB-C Bluetooth adapter, Bluetooth</li> <li>· Bluetooth® device: Yes</li> <li>· Bluetooth version: Bluetooth 5.2</li> <li>· Bluetooth profiles: HSP v1.2 , HFP v1.7, A2DP v1.3, AVRCP v1.6, PBAP v1.1, SPP v1.2</li> <li>· Operating range: Up to 30 m/Up to 100 ft</li> <li>· Bluetooth pairing list: Up to 8 devices</li> <li>· Simultaneous Bluetooth connections: 2</li> </ul>

Package Features	<ul style="list-style-type: none"> <li>· Package contents:</li> <li>- BH76/BH76 Lite Bluetooth Headset</li> <li>- BT51-A/BT51-C USB Dongle</li> <li>- 1.2 m USB2.0 USB-A to USB-C Cable</li> <li>- Drawstring Bag Black for Headset</li> <li>- Quick Start Guide</li> <li>· Optional accessories:</li> <li>- BHC76 Wireless Charging Stand (optional)</li> <li>- Power Adapter (optional)</li> <li>· Product net weight:</li> <li>- BH76 headset: 213 g</li> <li>- BHC76 wireless charging stand : 297 g</li> <li>· Giftbox package size:</li> <li>- BH76: 194 mm x 207 mm x 53 mm</li> <li>- BH76 with Charging Stand: 274 mm x 261 mm x 96 mm</li> <li>· N.W/CTN:</li> <li>- BH76: 4.182 kg</li> <li>- BH76 with Charging Stand: 5.620 kg</li> <li>· Carton package size:</li> <li>- BH76: 550 mm x 202 mm x 220 mm</li> <li>- BH76 with Charging Stand: 495 mm x 280 mm x 275 mm</li> <li>G.W/CTN:</li> <li>- BH76: 4.592 kg</li> <li>- BH76: BH76 with Charging Stand: 6.214 kg</li> </ul>
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## Product Type

- Product

SKU	Model Name
1208617	BH76 Teams Black USB-A
1208618	BH76 Teams Light USB-C
1208619	BH76 Teams Light Gray USB-A
1208620	BH76 Teams Light Gray USB-C
1208621	BH76 UC Black USB-A
1208622	BH76 UC Black USB-C
1208623	BH76 UC Light Gray USB-A
1208624	BH76 UC Light Gray USB-C
1208625	BH76 with Charging Stand Teams Black USB-A
1208626	BH76 with Charging Stand Teams Black USB-C
1208627	BH76 with Charging Stand Teams Light Gray USB-A

1208628	BH76 with Charging Stand Teams Light Gray USB-C
1208629	BH76 with Charging Stand UC Black USB-A
1208630	BH76 with Charging Stand UC Black USB-C
1208631	BH76 with Charging Stand UC Light Gray USB-A
1208632	BH76 with Charging Stand UC Light Gray USB-C

• **Accessories**

SKU	Model Name
1308057	BHC76
1300007	BT51-A
1300008	BT51-C

**Quick Guide**

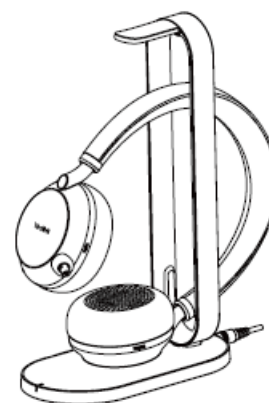
Retractable Hidden Microphone Arm



USB Cable Charging

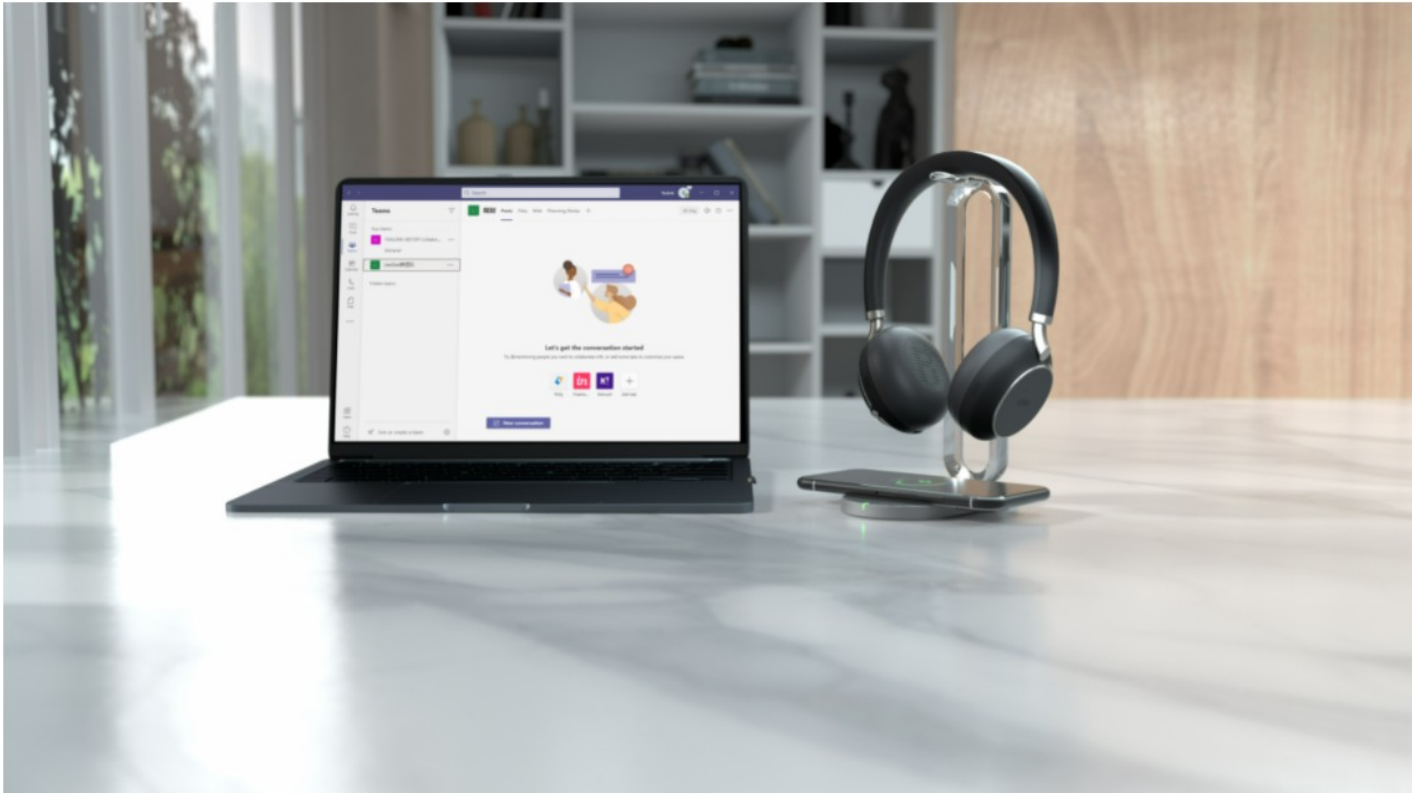


Wireless Charging



For more information, please go to the [Yealink official website](#).

**BH76 Plus Datasheet**



## Yealink Bluetooth Business Headset

The Yealink BH76 Plus [Bluetooth Wireless Business Headset](#) provides a stylish appearance, with ultimate audio quality playback experience, unparalleled wearing experience, retractable hidden microphone arm technology, three levels of active noise cancellation (ANC), and Yealink Acoustic Shield Technology supported by multiple microphones. With soft memory foam and an ergonomic over-ear design, the BH76 Plus can be worn comfortably for all-day use. In addition, ANC and passive noise cancellation can provide an immersive noise reduction experience, no matter your noisy environment. Meanwhile, the BH76 Plus provides two different wearing modes: on-ear and over-ear. Users can choose the wearing mode to achieve the most comfortable wearing experience.



Retractable hidden microphone arm



Multiple microphones  
Acoustic Shield Technology



3 levels of ANC



Qualcomm aptX HD



Up to 40 hours of battery life  
Qi wireless charging



Flexible switch between on-ear and over-ear



Dual-side busylight for full visible angles



Excellent audio experience and all day wearing comfort

### Key Features



BH76 Plus Black



BH76 Black



On-ear Ear Cushions



Over-ear Ear Cushions

**On-ear and Over-ear**

The BH76 Plus is designed with a replaceable ear cushion, allowing users to freely switch between on-ear and over-ear according to their needs. The built-in firmware automatically recognizes the type of ear cups to adjust audio parameters, ensuring you get the best experience in any situation. Ergonomic design and premium materials support you comfortably and senselessly wearing headphones all day.

**Multiple Microphones Acoustic Shield Technology**

With the Yealink Acoustic Shield Technology, the five Microphones built into the BH76 Plus block the background noise automatically but ensure that the participant’s voice can be heard clearly, which greatly boosts communication efficiency.

**Ultimate Music and Calling Experience**

Designed for music and calls, BH76 Plus supports a dynamic EQ that can automatically switch between call mode and music mode. With Qualcomm aptX digital audio algorithm, BH76 Plus can bring users a top-notch audio quality experience. The BH76 Plus supports three levels of active noise cancellation (ANC) that can enhance noise reduction. In addition, the upgraded BH76 Plus ear cushion can physically isolate most of the noise, combined with ANC average noise reduction reaching 35dB, bringing the best auditory feast for users.

**Excellent battery life performance**

Its long battery life offers up to 40 hours, saving users from searching for a charger. In addition, the BH76 Plus supports USB and wireless charging. Users can purchase an additional Qi charging stand for the BH76 Plus and mobile phones, which provides easy charging.

**Visible Busylight for Ultra-wide Angle**

When users make a call or attend a meeting, the visibility indicators on both sides of the BH76 Plus automatically glow red to reduce external interference and allow users to focus on the conversation.

**Specifications**

<b>Specifications</b>	<b>Introduction</b>
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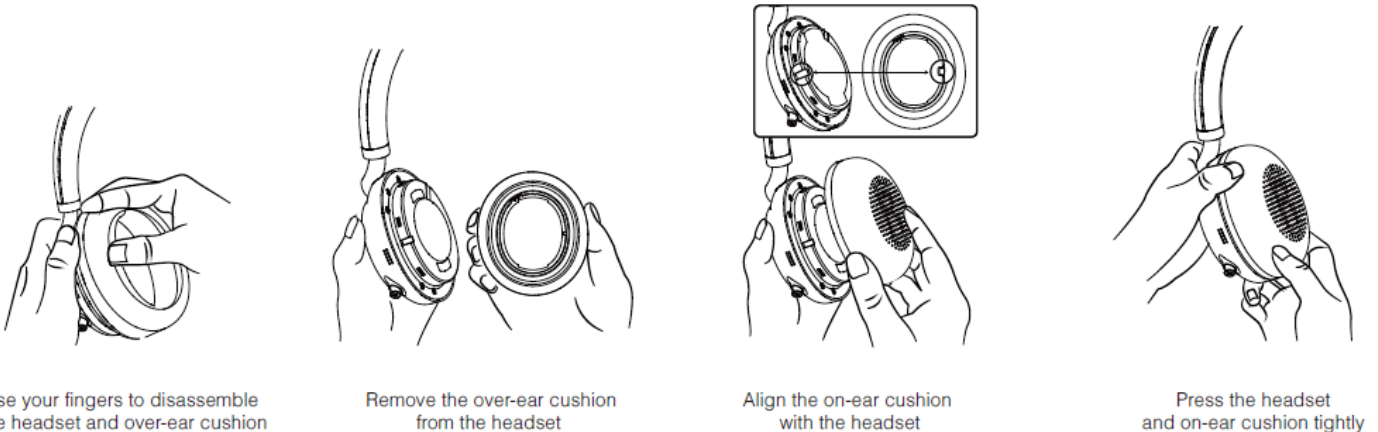
<p>Battery</p>	<ul style="list-style-type: none"> <li>· Talking time: up to 35 hours</li> <li>· Music time: up to 40 hours</li> <li>· Standby time: 360 hours</li> <li>· Charging Time (cable): within 2 hours</li> <li>· Charging Time (wireless charging): within 3 hours</li> </ul>
<p>Audio</p>	<ul style="list-style-type: none"> <li>· Active Noise Cancellation: YES</li> <li>· Speaker size: 35 mm Ø</li> <li>· Speaker sensitivity: 117 dB @1 mW - 1k Hz</li> <li>· Speaker max input power: 50 mW</li> <li>· Speaker frequency range: 20 Hz - 20 k Hz</li> <li>· Speaker bandwidth - Music mode: 20 Hz - 20 k Hz</li> <li>· Speaker bandwidth - Speak mode: 100 Hz - 8 k Hz</li> <li>· Microphone type: 1 directional Analog ECM and 4 Analog MEMS</li> <li>· Microphone sensitivity: -15.66 dBFS/Pa</li> <li>· Microphone frequency range 100 Hz-8k Hz: SBC</li> <li>· Audio codecs: Aptx-HD</li> <li>· User hearing protection: EN50332</li> </ul>
<p>Connectivity</p>	<ul style="list-style-type: none"> <li>· Connection (computer and mobile devices): USB-A/USB-C Bluetooth adapter, Bluetooth</li> <li>· Bluetooth® device: Yes</li> <li>· Bluetooth version: Bluetooth 5.2</li> <li>· Bluetooth profiles: HSP v1.2 , HFP v1.7, A2DP v1.3, AVRCP v1.6, PBAP v1.1, SPP v1.2</li> <li>· Operating range: Up to 30 m/Up to 100 ft</li> <li>· Bluetooth pairing list: Up to 8 devices</li> <li>· Simultaneous Bluetooth connections: 2</li> </ul>
<p>Package Features</p>	<ul style="list-style-type: none"> <li>· Package contents:</li> <li>- BH76 Plus Bluetooth Headset</li> <li>- BT51-A/BT51-C USB Dongle</li> <li>- 1.2 M USB 2.0 USB-A to USB-C Cable</li> <li>- Drawstring Bag Black for Headset</li> <li>- On-ear Cushion</li> <li>- Quick Start Guide</li> <li>· Optional accessories:</li> <li>- BHC76 Wireless Charging Stand (optional)</li> <li>- Power Adapter (optional)</li> <li>· BH76 Plus headset net weight: 285 g</li> <li>· Giftbox package size: 194 mm x 207 mm x 53 mm:</li> <li>- G.W/CTN: 0.631 kg</li> <li>- N.W/CTN: 0.423 kg</li> <li>· Carton package size: 490 mm x 215 mm x 235 mm:</li> <li>- BH76: 550 mm x 202 mm x 220 mm</li> <li>- G.W/CTN: 3.654 kg</li> </ul>
<p>- N.W/CTN: 3.184 kg</p>	

## Product Type

Product Type	Part Number	Model Name
Products	1208658	BH76 Plus Teams Black USB-A
Products	1208659	BH76 Plus UC USB-A
Products	1208660	BH76 Plus Teams Black USB-C
Products	1208661	BH76 with Charging Stand UC Light Gray USB-C
Accessory	3311017	Black Ear Cushion for BH76 Plus (1 Pair)

## How to Replace Ear Cushion

- Over-ear to On-ear

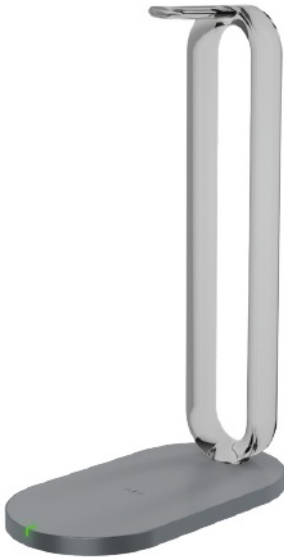


## BHC76 (Optional) Datasheet

### Multifunctional wireless charging stand

The multifunctional wireless charging stand BHC76 can not only charge the BH72/BH76 [Bluetooth headset](#), but also works for any mobile that supports Qi and personal devices such as TWS. The charging stand can also act as a headset stand when the headset is not charging. Place your headset on the stand and you can get a neat desktop experience.









Specifications	Introduction
Main Features	<ul style="list-style-type: none"> <li>· Power input: AC Adapter: AC100-240V DC 12V/2A</li> <li>· Wireless Output: 15W Max</li> <li>· Charging Frequency: 110K-205KHZ</li> <li>· Standby Power: &lt; 0.3 W</li> <li>· Wireless Distance: 5~8 mm</li> <li>· Coils: 2</li> <li>· Wireless Efficiency: 70% max</li> <li>· Ripple &amp; Noise: &lt; 50mV</li> <li>· Protection Function: OVP/OCP/OTP</li> <li>· State Remind: LED</li> <li>· Temperature Protection: 60°C</li> <li>· Compatibility: All wireless charging receiver terminal facilities that comply with Qi Standard.</li> <li>· Regulatory &amp; Compliance: Design conforms to the Qi standard/EnergyStar/C-Tick</li> </ul> <p>Manufacturing conform to RoHS/REACH</p>
Physical Features	<ul style="list-style-type: none"> <li>· Product Weight: 0.297 kg</li> <li>· Dimensions: 150.9 x 80 x 227.7 mm</li> </ul>

Related Topic: [Wireless Charging Stand Guide](#)

## Buyer Guide

### Common User's Workspace

			
<b>Call Center</b>	<b>Office Room</b>	<b>Flexible Worker</b>	<b>On-the-go Worker</b>
<ul style="list-style-type: none"> <li>· Prefer the traditional type for a stable quality</li> <li>· Workday communicating</li> <li>· All day wearing comfort</li> <li>· Noise canceling</li> <li>· Day shift arrangement</li> </ul>	<ul style="list-style-type: none"> <li>· Prefer the modern type for trying new technology</li> <li>· Fixed desk</li> <li>· Also, spend time working away from the desk</li> </ul>	<ul style="list-style-type: none"> <li>· Home office, shared office spaces, personal desk, etc.</li> <li>· Easier to move their workspace to another place</li> </ul>	<ul style="list-style-type: none"> <li>· Business traveler</li> <li>· Totally fluid</li> <li>· Almost work on their laptop and mobile</li> <li>· Need a seamless transition</li> </ul>

**Yealink Acoustic Shield Technology**

**Recommended Models**

BH72/BH76 Headsets

**Key consideration**

- Multiple Microphones Acoustic Shield Technology
- Block the background noise automatically

**Long Battery Life**

**Recommended Models**

BH7X Series Headsets

**Key consideration**

- BH72/BH76: up to 35 hours talk time. BH71 up to 10 hours talking time
- BH72/BH76: 35 hours talking time to power up all day talking / Music time up to 40 hours / Standby time up to 112 hours

**Recommendation in Workspaces**

**Home Office| On-the-Go| Private Office | Hybrid Working**

**Key consideration:** Anywhere Workspace, Easy and Quick Setup, Music and Calling Experience

- Hidden Mic-boom Stretch for Mute/Answer
- Multiple Microphones (Yealink Acoustic Shield Technology)
- Dual Busy-light on Headset
- Up to 40 hours wireless battery life

- Optional Qi wireless charging for mobile phone and BH72/BH76 headsets
- Intelligent Dynamic ANC (BH76 only)
- Yealink Connect APP and USB Connect Manager

**Retractable hidden microphone arm**



- Provide both business and consumer experience
- Magnetic slide rail, gently push/pull, automatically retract/extend

\* BH72 & BH76

**Multi-functional Wireless Charging Base**



**Improve productivity, keep workspace tidy and clean:**

- Wireless Charging for Headset and Smart phone
- Work as headset hanger

**Long Battery Life:**

- 35 hours talking time to power up all day talking

**Intelligent Dynamic ANC**

### When you listen, listen in the best way

Intelligent dynamic ANC, including four modes (ANC level medium, ANC level high, Talk transparent, and Fully Transparent), brings customizable noise cancellation adjustment in different environments for a more suitable and comfortable active noise cancellation effect.

- 

Fully Transparent
- 

Talk transparent
- 

ANC level medium
- 

ANC level high

\* BH76 only

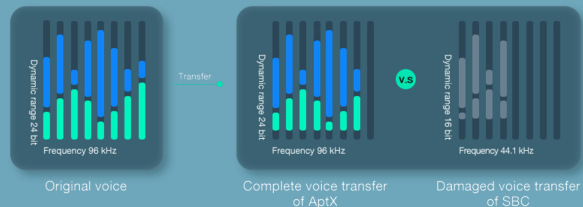


### Hi-Fi Level Audio Codec aptX



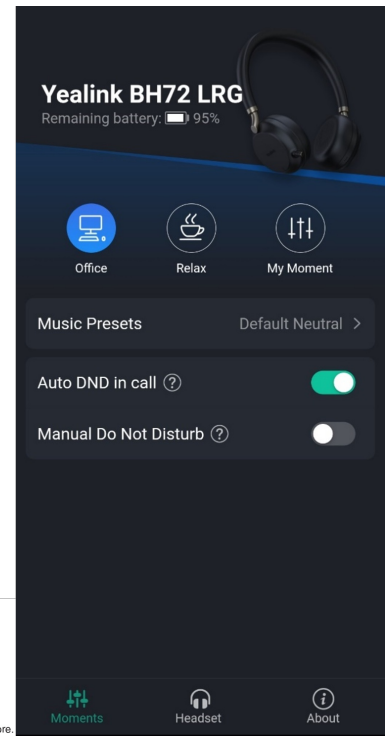
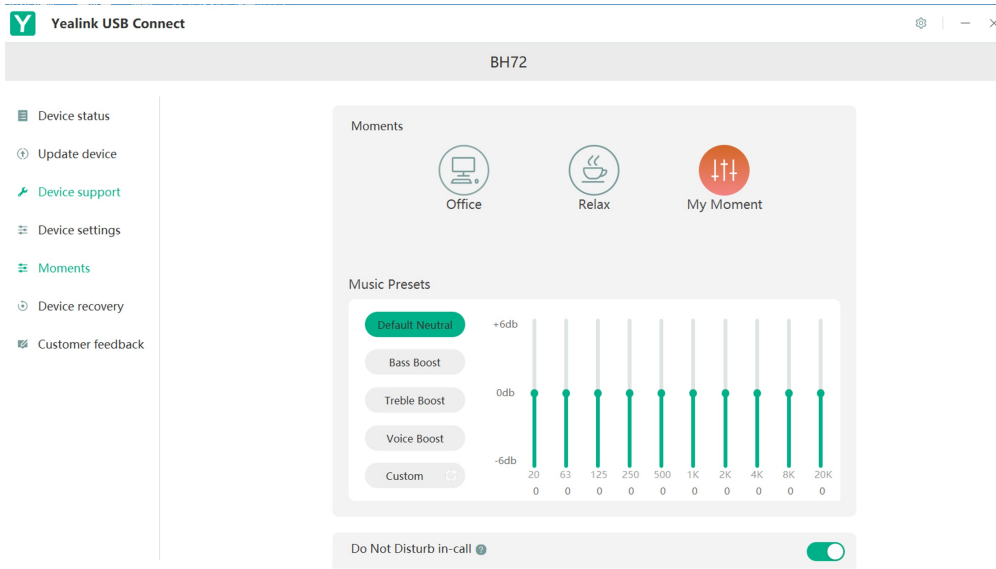
### Experience & play in the richest details

Adopted Hi-Fi level audio codec **aptX** delivers pure and delicate sound with less distortion, lower noise floor and intricate details of high-quality music.

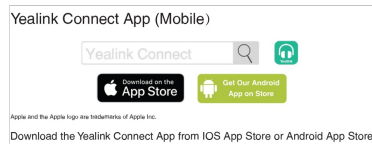


\* BH76 only

### Yealink USB Connect Software and APP



\* BH72 & BH76



## Comparison

### Product Overview



BH72 Headset



BH76 Headset



BH76 Plus Black

Item	BH72	BH76	BH76 Plus
Headset Style	On-ear	On-ear	On-ear / Over-ear
Discrete Hidden Boom Arm	√	√	√

ANC	x	√	√
Controllable Noise Canceling	x	4 Levels	√
Microphone	2	5	5
Talking Time (up to)	35 hours	35 hours	35 hours
Codec	x	atpX, AAC, SBC	atpX, AAC, SBC
Bluetooth	5.2	5.2	5.2
Wireless Charging	Optional	Optional	Optional

**BH71 (Pro)/BH71 Workstation (Pro)**



BH71



BH71 Pro



BH71 Workstation



BH71 Workstation Pro

Item	BH71	BH71 Pro	BH71 Workstation	BH71 Workstation Pro
Headset Style	On-ear	On-ear	On-ear	On-ear
Headset	Mono	Mono	Mono	Mono
Bluetooth Version (Headset)	Bluetooth 5.2	Bluetooth 5.2	Bluetooth 5.2	Bluetooth 5.2
Bluetooth Profile (Station)	x	x	Bluetooth 5.0	Bluetooth 5.0
Talking Time	10-hour	10-hour	10-hour	10-hour
Music Time	10-hour	10-hour	10-hour	10-hour
Standby Time	9 days	9 days	9 days	9 days
Charging Time	Up to 90 min	Up to 90 min	Up to 90 min	Up to 90 min
Wireless Range	30 m	30 m	30 m	30 m

<p>Package Contents</p>	<ul style="list-style-type: none"> <li>- BHM711 Headset</li> <li>- Eartips</li> <li>- Type-C 2.0 Cable</li> <li>- Quick Start Guide</li> <li>- BHC71 Carrying case (Only for BH71)</li> <li>- BT51A Dongle (Only for BH71 Pro)</li> <li>- BHC71P Charging case (Only for BH71 Pro)</li> </ul>	<ul style="list-style-type: none"> <li>- BHM711 Headset</li> <li>- Eartips</li> <li>- Type-C 2.0 Cable</li> <li>- Quick Start Guide</li> <li>- BHC71 Carrying case (Only for BH71)</li> <li>- BT51A Dongle (Only for BH71 Pro)</li> <li>- BHC71P Charging case (Only for BH71 Pro)</li> </ul>	<ul style="list-style-type: none"> <li>- BHM711 Headset</li> <li>- Eartips</li> <li>- Power Adapter</li> <li>- Micro USB 2.0 Cable</li> <li>- Type-C 3.0 Cable</li> <li>- BHB710 Station</li> <li>- Quick Start Guide</li> <li>- BT51A Dongle (Only for BH71 Workstation Pro)</li> <li>- BHC71P Charging Case (Only for BH71 Workstation)</li> </ul>	<ul style="list-style-type: none"> <li>- BHM711 Headset</li> <li>- Eartips</li> <li>- Power Adapter</li> <li>- Micro USB 2.0 Cable</li> <li>- Type-C 3.0 Cable</li> <li>- BHB710 Station</li> <li>- Quick Start Guide</li> <li>- BT51A Dongle (Only for BH71 Workstation Pro)</li> <li>- BHC71P Charging Case (Only for BH71 Workstation)</li> </ul>
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**Related information**

More Details: <https://www.yealink.com/en/product-detail/headset-bh72>

Firmware & Documentation: <https://support.yealink.com/en/portal/docList?archiveType=document&productCode=77639fa205a24469>

**FAQ**

**What is the difference between the BH72 headset and the BH72 Lite headset?**

**What is the difference between the BH72 headset and the BH76 headset?**

## Headset Buying Guide (Full Portfolio)

## Compatibility List

## BH7X Compatibility Center



## Introduction

This compatibility center contains phones of various brands, and you can enter the center to search for the compatible phone you want.

- Yealink
- 3CX
- Avaya
- Broadsoft
- Cisco
- CounterPath
- Citec
- Fanvil
- Google
- Grandstream
- Joher
- Microsoft
- NEXI
- Provu
- Poly
- ReachUC
- Ringcentral
- Swyx
- Snom
- Starface



- Teamfon
- Telair
- Telenia
- Teamsystem Communication
- UPC
- Unify
- Virtualpbx
- Yeastar
- Zoiper
- Zoom

Click <https://support.yealink.com/en/portal/compatible> to enter.

## Teseted BH7X Compatibility List

### Connect via BT Dongle

Manufacturer	Model	Additional Device	Compatible Phone	IP Phone Interface
Plantronics	Edge	X Or Plantronics BT300/BT600	SIP-T54S SIP-T52S <b>—Based on V84</b>	Bluetooth
	ML20			
	M25			
	M165			
	B825(Focus)			
	Voyager Legend			
Jabra	Classic	X Or Jabra Link 360&370		
	easygo+			
	Storm			
	MINI			
	Stealth			
	Motion UC			
	Talk 2			
	Evolve 65			
	Presence UC	X		

Sennheiser	MB PRO 1	Or BTD800		
	MB PRO 2			
Plantronics	Edge	X Or Plantronics BT300/BT600 Or BT40/BT41		
	ML20			
	M25			
	M165			
	B825(Focus)			
	VOYAGER 5200 U			
	Discovery 97			
	Voyager Legend			
Jabra	OTION UC	X Or Jabra Link 360&370 Or BT40/BT41	SIP-T53 SIP-T53W SIP-T54W SIP-T57W —Based on <b>V84</b>	Bluetooth
	Supreme			
	easygo			
	Strom			
	Stealth			
	Style			
	Talk 2			
	Evolve 65			
	Evolve 75			
	MINI			
	Engage 75 Stereo & Mono			
	Engage 75 Convertible			
	pro947			
Sennheiser	Presence UC	X Or BTD800 Or BT40/BT41		
	EZX 60			
	MB PRO 2			

Apple	Airpods	X Or BT40/BT41		

**Connected via Built-in Bluetooth**

Manufacturer	Model	Compatible Phone	IP Phone Interface
Plantronics	ML20	SIP-T58V SIP-T58A VP59 <b>—V83</b>	Bluetooth
	Edge		
	VOYAGER 5200 UC		
	B825(Focus)		
Jabra	STEALTH		
	EasyGo (Not applicable for VP59)		
	Style V1.3.0		
	Supreme		
	Storm (Not applicable for VP59)		
	Classic (Not applicable for VP59)		
	MOTION UC (Only applicable for VP59)		
	Talk 2 (Only applicable for VP59)		
	Pro9475 (Only applicable for VP59)		
	Evolve 75		
Sennheiser	Presence UC		
	MB Pro2		
	EZX 60		
Apple	Airpods		

## BH72/BH76 Compatibility List

### For the PC

OS	Connectivity	Softphone	Description
Windows 8 or higher	USB Cable/BT51 dongle	<ul style="list-style-type: none"> <li>- Skype for Business</li> <li>- Yealink Meeting</li> <li>- Yealink UME</li> </ul>	<ul style="list-style-type: none"> <li>- Answer/end/reject/redial/dial a call</li> <li>- Dial a call</li> <li>- Multiple calls control</li> <li>- Mute/unmute</li> <li>- Adjust volume</li> <li>- Play Music</li> </ul>
Windows 8 or higher	USB Cable/Bluetooth/BT51 dongle	<ul style="list-style-type: none"> <li>- Microsoft Teams</li> </ul>	<ul style="list-style-type: none"> <li>- Answer/end/reject a call</li> <li>- Cancel a dialing</li> <li>- Hold/resume a call</li> <li>- Adjust volume</li> <li>- Play Music</li> </ul>
MAC 10.14.6 or higher	USB Cable/BT51 dongle	<ul style="list-style-type: none"> <li>- Skype for Business</li> <li>- Yealink Meeting</li> <li>- Yealink UME</li> </ul>	<ul style="list-style-type: none"> <li>- Answer/end/reject/redial/dial a call</li> <li>- Dial a call</li> <li>- Multiple calls control</li> <li>- Mute/unmute</li> <li>- Adjust volume</li> <li>- Play Music</li> </ul>
MAC 10.14.6 or higher	USB Cable/BT51 dongle	<ul style="list-style-type: none"> <li>- Microsoft Teams</li> </ul>	<ul style="list-style-type: none"> <li>- Answer/end/reject a call</li> <li>- Cancel a dialing</li> <li>- Hold/resume a call</li> <li>- Adjust volume</li> <li>- Play Music</li> </ul>

### For the Desk Phone

Connectivity	Brand	Phone Model
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BT51	Yealink	<ul style="list-style-type: none"> <li>- T46S,T48S,T42S,T41S (V86)</li> <li>- T54W,T57W,T53W,T53,T53C (V86)</li> <li>- T46U,T43U,T41U,T48U,T42U (V86)</li> <li>- T46S,T48S,T42S,T41S (V85)</li> <li>- T54W,T57W,T53W,T53,T53C (V85)</li> <li>- T46U,T43U,T46U,T41U,T48U,T42U (V85)</li> <li>- T58, T42S, T46U, T57W (V84 SP4)</li> <li>- T42S (V84)</li> <li>- T46S (V83)</li> <li>- T48S (SFB Phone)</li> <li>- VP59 (Teams Phone)</li> <li>- MP54, MP56, MP58 (MP5X Zoom Phone)</li> </ul>
USB Cable	Yealink	<ul style="list-style-type: none"> <li>- T46S,T48S,T42S,T41S (V86)</li> <li>- T54W,T57W,T53W,T53,T53C (V86)</li> <li>- T46U,T43U,T41U,T48U,T42U (V86)</li> <li>- T46S,T48S,T42S,T41S (V85)</li> <li>- T54W,T57W,T53W,T53,T53C (V85)</li> <li>- T46U,T43U,T46U,T41U,T48U,T42U (V85)</li> <li>- T58, T42S, T46U, T57W (V84 SP4)</li> <li>- T58, T41S (V84)</li> <li>- T4S (V83)</li> <li>- MP58 (SFB Phone)</li> <li>- MP58, T56S (Teams Phone)</li> </ul>
USB Cable	Polycom	VVX600
USB Cable	Snom	D765
USB Cable	Cisco	6871
USB Cable	Grandstream	GXV3275

**For the Mobile Phone**

Yealink supports most mobile phone models that meet the following OS requirements. If you have compatibility issues, please contact your technical support team.

Connectivity	Connectivity	Phone Model
iOS 13.0 or higher	Bluetooth	<ul style="list-style-type: none"> <li>- Answer/end/reject/redial a call</li> <li>- Dial a call/cancel the dialing</li> <li>- Hold a call</li> <li>- Adjust volume</li> <li>- Play Music</li> <li>- Automatic re-connection</li> <li>- Voice assistant</li> </ul>

Android 6.0.1 or higher	Bluetooth	<ul style="list-style-type: none"><li>- Answer/end/reject/redial a call</li><li>- Dial a call/cancel the dialing</li><li>- Hold a call</li><li>- Adjust volume</li><li>- Play Music</li><li>- Automatic re-connection</li><li>- Voice assistant</li></ul>
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**NOTE**

Some phone models can not enable the voice assistant feature.

## Getting Started

### BH71/BH71 Pro

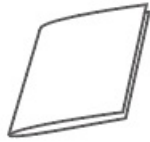
## Package Contents

After opening the package, check that all the items on the list are included. If any items are missing, contact your dealer.

### BH71



BHM711 Headset



Quick Start Guide



USB 2.0 Cable  
(Type-C to Type-A)



Eartips



BHC71 Carrying Case

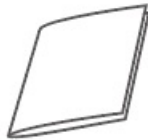
\*The carrying case cannot charge the headset directly

**TIP**  
Some third-party accessories may be incompatible with the headset, so we strongly recommend that you use the Yealink accessories only.

### BH71 Pro



BHM711 Headset



Quick Start Guide



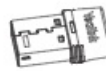
USB 2.0 Cable  
(Type-C to Type-A)



Eartips



BHC71 Carrying Case

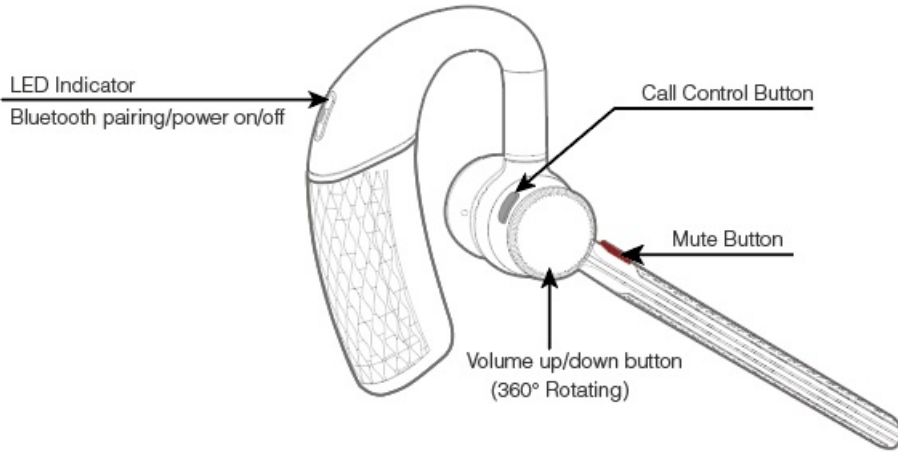


BT51A Dongle

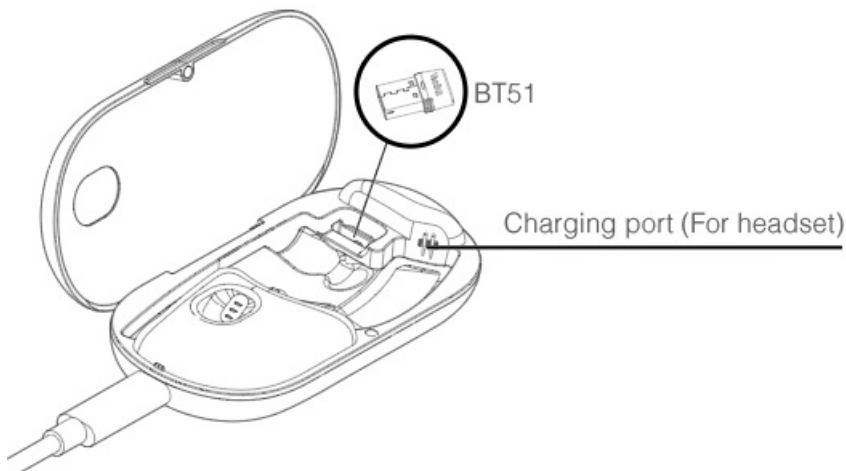
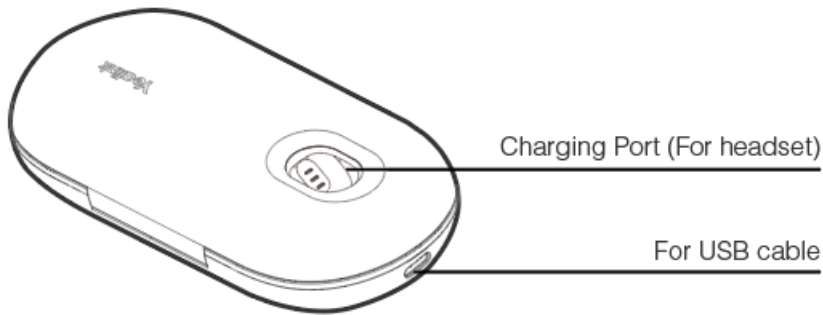
**TIP**  
Some third-party accessories may be incompatible with the headset, so we strongly recommend that you use the Yealink accessories only.

# Overview

## Headset



## Charging/Carrying Case





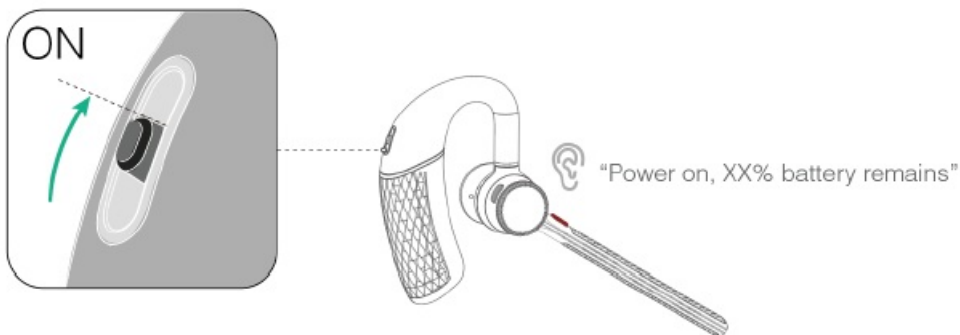
**NOTE**

- The BT51 dongle is placed inside the charging case (BT51 dongle is only applicable for BH71 Pro).
- The carrying case of BH71 cannot directly charge the headset and requires an external USB cable.

## Power On/Off

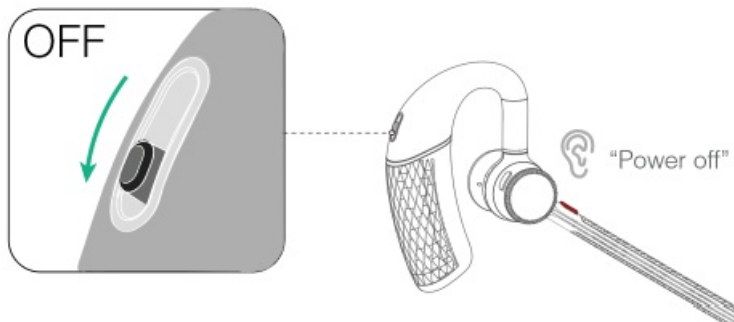
### Power On Headset

Slide the switch to the middle position and then the LED indicator turns solid blue for 2s.



### Power Off Headset

Slide the switch to the "off" position and then the LED indicator turns solid red for 2s.



## FAQ

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.





**How does the headset enter sleep mode and how to wake up a sleep mode headset?**

## LED Indicator

### Headset

LED Indicator	Description
Solid res for 2 seconds	Power off
Solid blue for 2 seconds	Power on Pair successfully
Flash red and blue	Enter pairing mode

### Charging Case (only BH71 Pro)

LED Indicator	Description
	Battery high
	Battery medium
	Battery medium to low
	Battery low
Flash red	Ultra-low battery

#### **NOTE**

- When the headset is not in the charging case, the LED indicator shows the battery level of the charging case.
- When the headset is in the charging case, the LED indicator shows the battery level of the headset.

### BT51 Dongle (only BH71 Pro)

Your BT51 dongle comes pre-paired to your headset or station out of the box. Plug it into your computer to connect automatically. You can also pair the station and the BT51 dongle via Yealink USB Connect.

LED Indicator	Description
Flash red and blue fast	Pairing mode
Solid blue	Device connected
Flash blue slowly	Reconnect a device
Solid red	Mute active
Flash purple fast	An incoming call
Solid purple	Microsoft Teams connected/on a call

Flash purple fast	Microsoft Teams notification
Off	No device connect

## BH71 Workstation/BH71 Workstation Pro

### Package Contents

After opening the package, check that all the items on the list are included. If any items are missing, contact your dealer.

#### BH71 Workstation



BHM711 Headset



Eartips



Quick Start Guide



Power Adapter



USB 2.0 Cable  
(Micro USB to Type-A)



USB 3.0 Cable  
(Type-C to Type-A)



BHB710 Station

**TIP**

Some third-party accessories may be incompatible with the headset, so we strongly recommend that you use the Yealink accessories only.

## BH71 Workstation Pro



BHM711 Headset



Eartips



Quick Start Guide



Power Adapter



USB 2.0 Cable  
(Micro USB to Type-A)



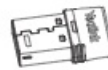
USB 3.0 Cable  
(Type-C to Type-A)



BHB710 Station



BHC71 Carrying Case



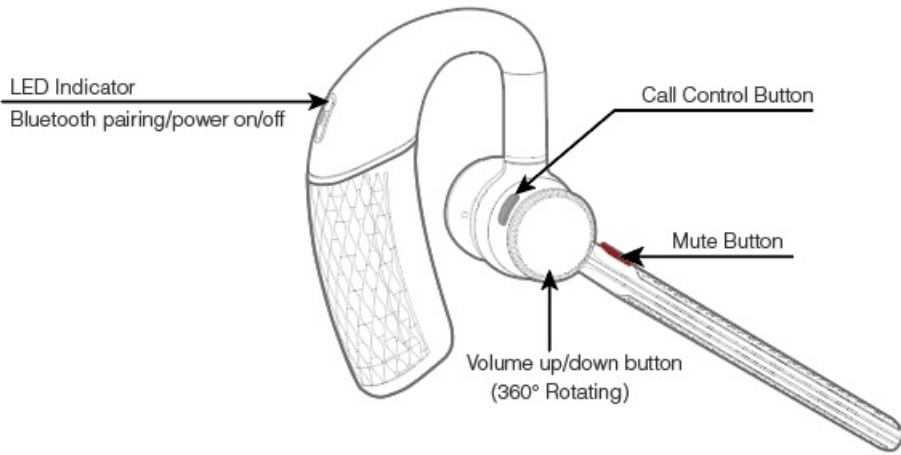
BT51A Dongle

### TIP

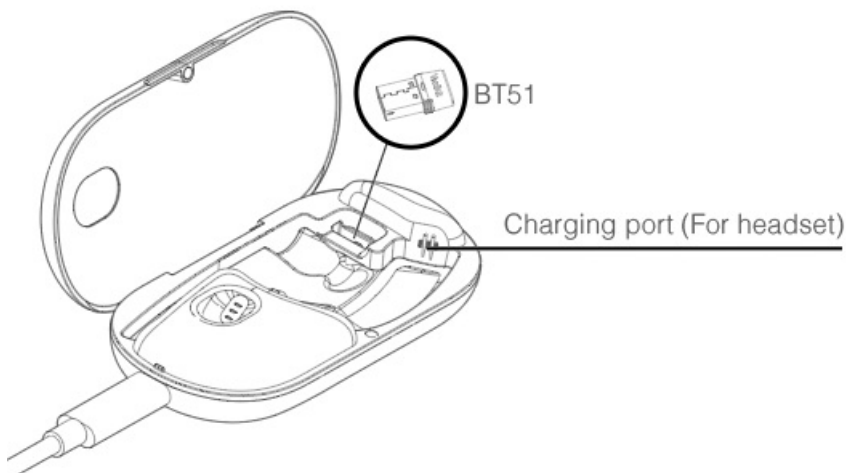
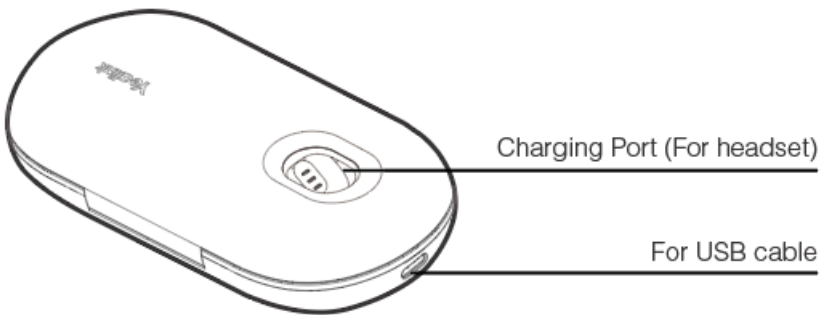
Some third-party accessories may be incompatible with the headset, so we strongly recommend that you use the Yealink accessories only.

## Overview

### Headset

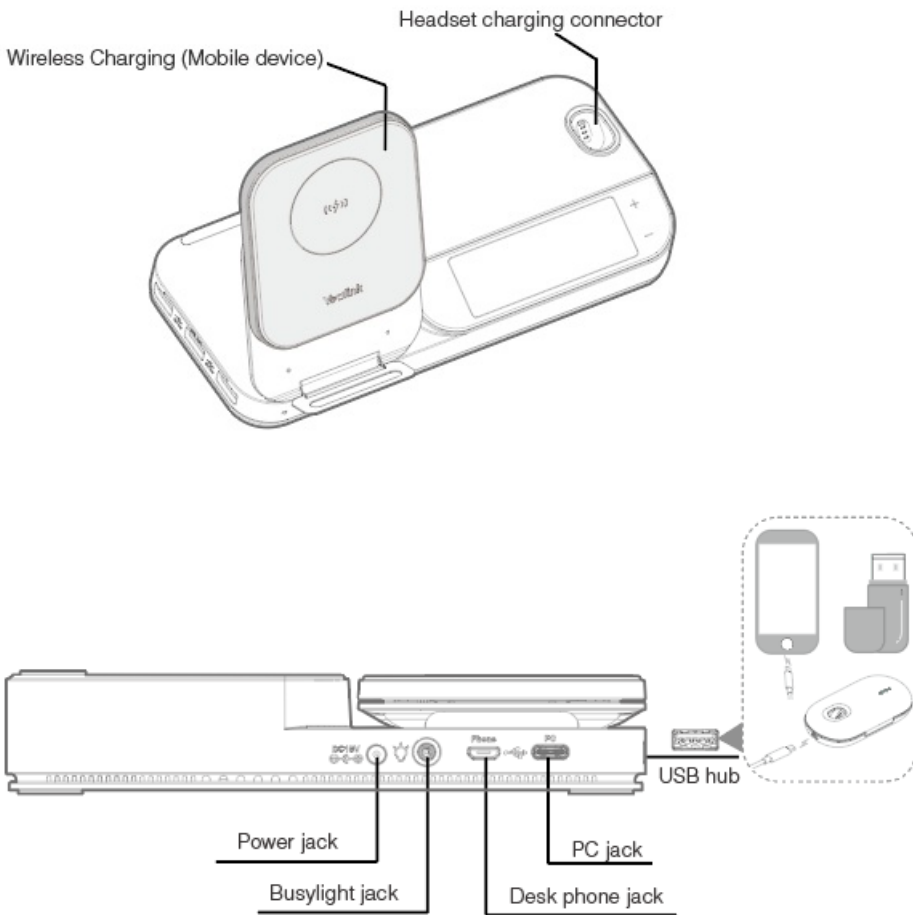


### Charging Case



**NOTE**  
The BT51 dongle is placed inside the charging case (BT51 dongle is only applicable for BH71 Workstation Pro).

### Station



## Power On/Off

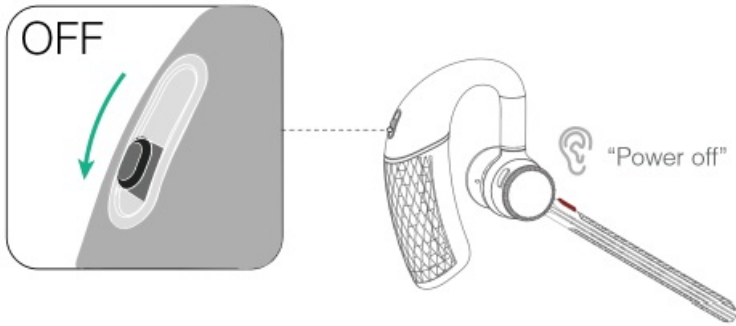
### Power On Headset

Slide the switch to the middle position and then the LED indicator turns solid blue for 2s.



### Power Off Headset

Slide the switch to the "off" position and then the LED indicator turns solid red for 2s.



**FAQ**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

**How does the headset enter sleep mode and how to wake up a sleep mode headset?**

**LED Indicator**

**Headset**

LED Indicator	Description
Solid red for 2 seconds	Power off
Solid blue for 2 seconds	Power on Pair successfully
Flash red and blue	Enter pairing mode

**Charging Case (only BH71 Workstation)**

LED Indicator	Description
● ● ●	Battery high
● ●	Battery medium
●	Battery medium to low
●	Battery low
Flash red	Ultra-low battery

**NOTE**

- When the headset is not in the charging case, the LED indicator shows the battery level of the charging case.
- When the headset is in the charging case, the LED indicator shows the battery level of the headset.

**BT51 Dongle (only BH71 Workstation)**

Your BT51 dongle comes pre-paired to your headset or station out of the box. Plug it into your computer to connect automatically. You can also pair the station and the BT51 dongle via Yealink USB Connect.

LED Indicator	Description
Flash red and blue fast	Pairing mode
Solid blue	Device connected
Flash blue slowly	Reconnect a device
Solid red	Mute active
Flash purple fast	An incoming call
Solid purple	Microsoft Teams connected/on a call
Flash purple fast	Microsoft Teams notification
Off	No device connect

**Busylight BLT60 (Optional)**

The busylight can alert you to the status of the phone or softphone.

- **Connecting Status**

LED Indicator	Description
Solid red, green, and blue in sequence	Startup after the busylight is inserted into the station

- **Talking Status**

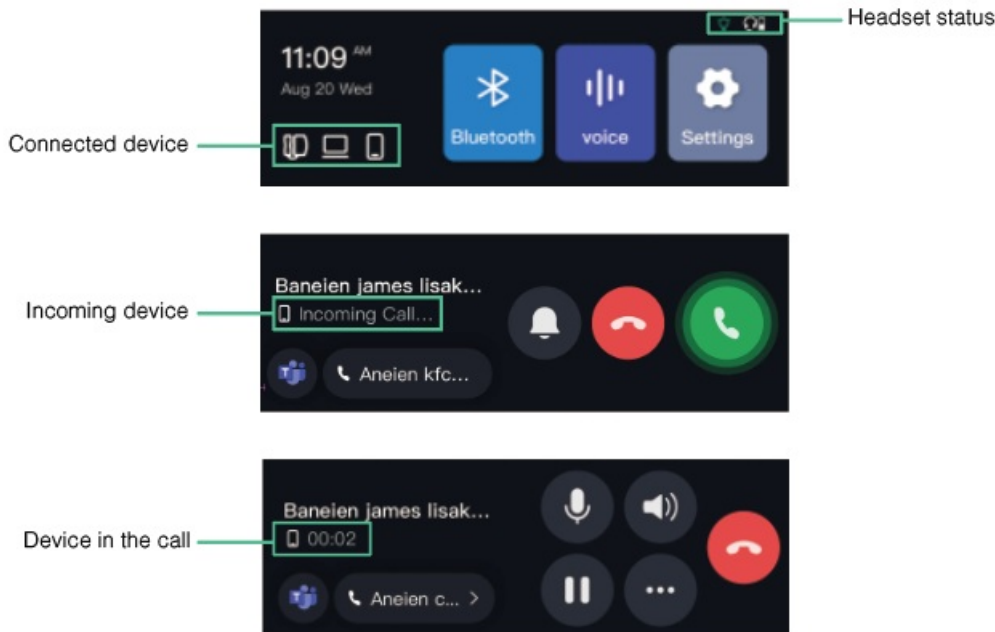
LED Indicator	Description
Flash red fast	Ringling
Solid red	On a call
Flash green slowly	Missed call/voice message notification (this requires softphone support)
Off	Softphone/phone does not support, turn off the busylight

**Related Topic:** [BLT60 Busylight Quick Start Guide](#)

**Display Icons & Status Indicators**



• **Display Icons**



• **Icon Description**

Icon	Description
	The headset is paired with the station, and charged on the station.
	The headset is paired with the station, but not charged on the station.
	The headset is at a low battery level.
	The headset is at an ultra-low battery level.
	The headset is charged on the station, but do not pair it with the station.
	Connect the station to the PC via a USB 3.0 cable.
	Connect the station to the desk phone via a USB 2.0 cable.
	Connect the station to the mobile phone.
	Connect to busylight.

**BH72 /BH76**

# Package Contents

After opening the package, check that all the items on the list are included. If any items are missing, contact your dealer.

## BH72

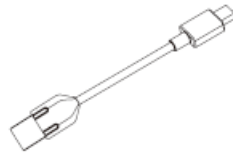
- **Standard**



BH72(BH72 Lite)



Storage Bag



USB 2.0 Cable  
(USB-A to USB-C)



Quick Start Guide



BT51-A Dongle or  
BT51-C Dongle

- **Optional**



BHC76 Wireless  
Charging Stand



Power Adapter

**TIP**

- We recommend that you use the included accessories because other accessories may have compatibility issues that prevent them from working properly.
- The BH72 Lite does not support the BHC76 wireless charging stand.

## BH76

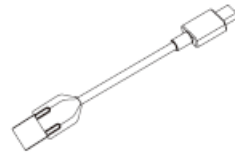
• **Standard**



BH76



Storage Bag



USB 2.0 Cable  
(USB-A to USB-C)



Quick Start Guide



BT51-A Dongle or  
BT51-C Dongle

• **Optional**



BHC76 Wireless  
Charging Stand



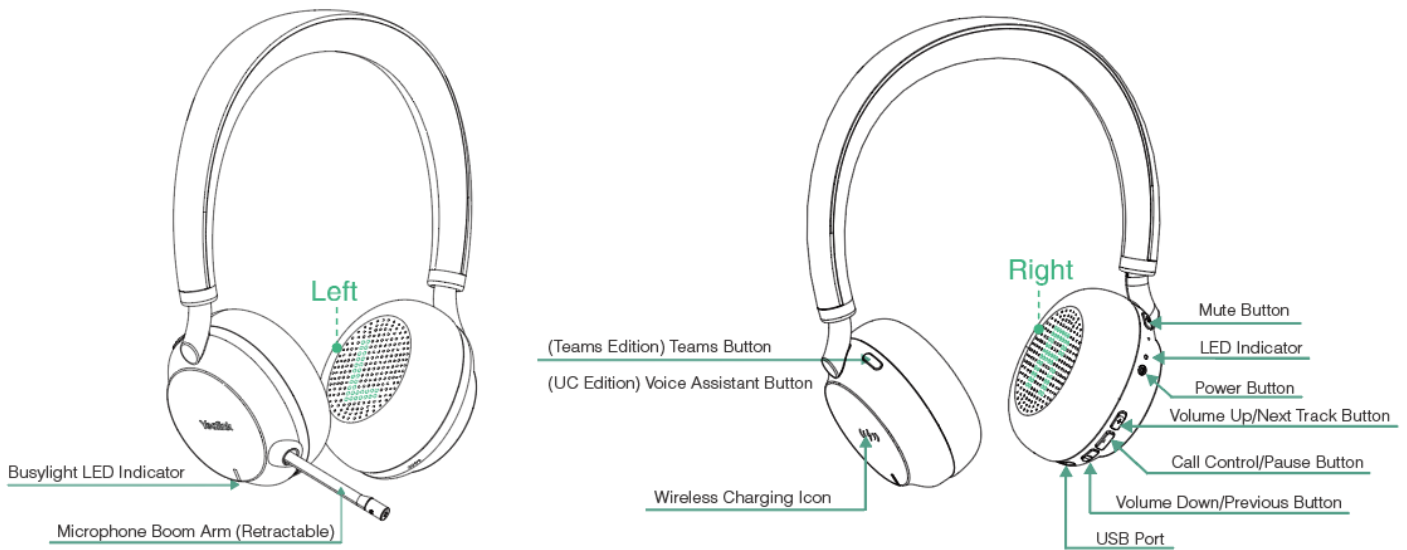
Power Adapter

**TIP**

We recommend that you use the included accessories because other accessories may have compatibility issues that prevent them from working properly.

## Overview

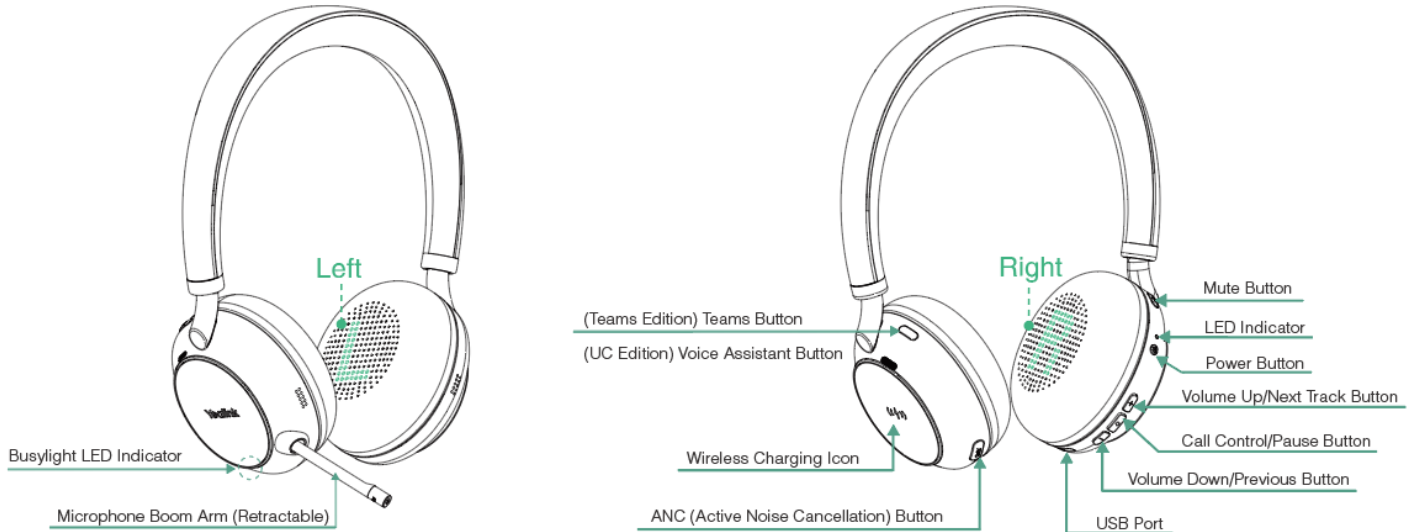
### BH72 Headset



Item	Action & Function
Busylight LED Indicator	<ul style="list-style-type: none"> <li>Flash red: Incoming Call</li> <li>Solid red: Talking</li> <li>Flash purple: Connecting to Teams</li> <li>Solid purple: Connected to Teams successfully</li> </ul>
Microphone Boom Arm (Retractable)	Push the boom arm to mute a call.
(Teams Edition) Teams Button	Press to invoke the Teams client in the idle state.
(UC Edition) Voice Assistant Button	Press and hold for 2 seconds to activate the voice assistant.
Mute Button	Press to mute or unmute the microphone.
LED Indicator	<ul style="list-style-type: none"> <li>Charging status:                             <ul style="list-style-type: none"> <li>- Charging: Solid red</li> <li>- Fully charged: Solid green</li> </ul> </li> <li>Power on/off status:                             <ul style="list-style-type: none"> <li>- Power on: Solid green for 2s</li> <li>- Power off: Solid red for 2s</li> </ul> </li> </ul>
Power Button	<ul style="list-style-type: none"> <li>Press and hold for 2 seconds to power on.</li> <li>Press and hold for 2 seconds to power off.</li> </ul>
Volume Up/Next Track Button	<ul style="list-style-type: none"> <li>Press to turn up the volume.</li> <li>Press and hold for 1.5 seconds to go to the next track.</li> </ul>
Call Control/Pause Button	<ul style="list-style-type: none"> <li>Press to pause or play music.</li> <li>Press to answer/end a call.</li> <li>Double-press to reject a call.</li> </ul>
Volume Down/Previous Button	<ul style="list-style-type: none"> <li>Press to turn down the volume.</li> <li>Press and hold for 1.5 seconds to go to the previous track.</li> </ul>
USB Port	Connect to the USB cable.

<p>Wireless Charging Icon</p>	<p>When the device is placed on the wireless charging stand to charge, the center of the device needs to be aligned with the icon.</p>
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**BH76 Headset**



Item	Action & Function
<p>Busylight LED Indicator</p>	<ul style="list-style-type: none"> <li>· Flash red: Incoming Call</li> <li>· Solid red: Talking</li> <li>· Flash purple: Connecting to Teams</li> <li>· Solid purple: Connected to Teams successfully</li> </ul>
<p>Microphone Boom Arm (Retractable)</p>	<p>Push the boom arm to mute a call.</p>
<p>(Teams Edition) Teams Button</p>	<p>Press to invoke the Teams client in the idle state.</p>
<p>(UC Edition) Voice Assistant Button</p>	<p>Press and hold for 2 seconds to activate the voice assistant.</p>
<p>Mute Button</p>	<p>Press to mute or unmute the microphone.</p>
<p>LED Indicator</p>	<ul style="list-style-type: none"> <li>· Charging status:                             <ul style="list-style-type: none"> <li>- Charging: Solid red</li> <li>- Fully charged: Solid green</li> </ul> </li> <li>· Power on/off status:                             <ul style="list-style-type: none"> <li>- Power on: Solid green for 2s</li> <li>- Power off: Solid red for 2s</li> </ul> </li> </ul>
<p>Power Button</p>	<ul style="list-style-type: none"> <li>· Press and hold for 2 seconds to power on.</li> <li>· Press and hold for 2 seconds to power off.</li> </ul>
<p>Volume Up/Next Track Button</p>	<ul style="list-style-type: none"> <li>· Press to turn up the volume.</li> <li>· Press and hold for 1.5 seconds to go to the next track.</li> </ul>

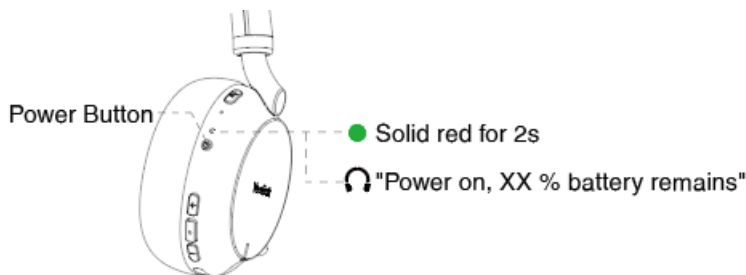
Call Control/Pause Button	<ul style="list-style-type: none"> <li>· Press to pause or play music.</li> <li>· Press to answer/end a call.</li> <li>· Double-press to reject a call.</li> </ul>
Volume Down/Previous Button	<ul style="list-style-type: none"> <li>· Press to turn down the volume.</li> <li>· Press and hold for 1.5 seconds to go to the previous track.</li> </ul>
USB Port	Connect to the USB cable.
Wireless Charging Icon	When the device is placed on the wireless charging stand to charge, the center of the device needs to be aligned with the icon.
ANC (Active Noise Cancellation) Button	Use a noise canceling system to reduce unwanted background noise.

## Power On/Off

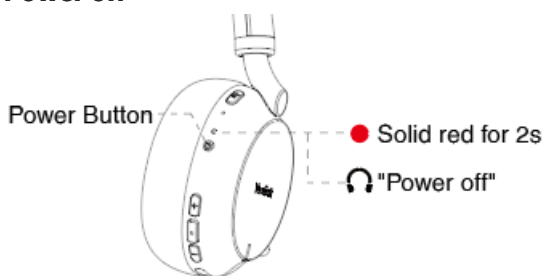
### Power On & Off

Press and hold the **Power** button for 2 seconds.

- **Power on**



- **Power off**



### Troubleshooting

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

### How does the headset enter sleep mode and how to wake up a sleep mode headset?

## LED Indicator Status

### Headset LED Indicator

#### Basic

LED Indicator	Description
Solid green for 2 seconds	Power on
Solid green for 2 seconds (once)	Connect to BT51/Bluetooth device
Off	Connect to USB device
Solid red for 2 seconds	Power off

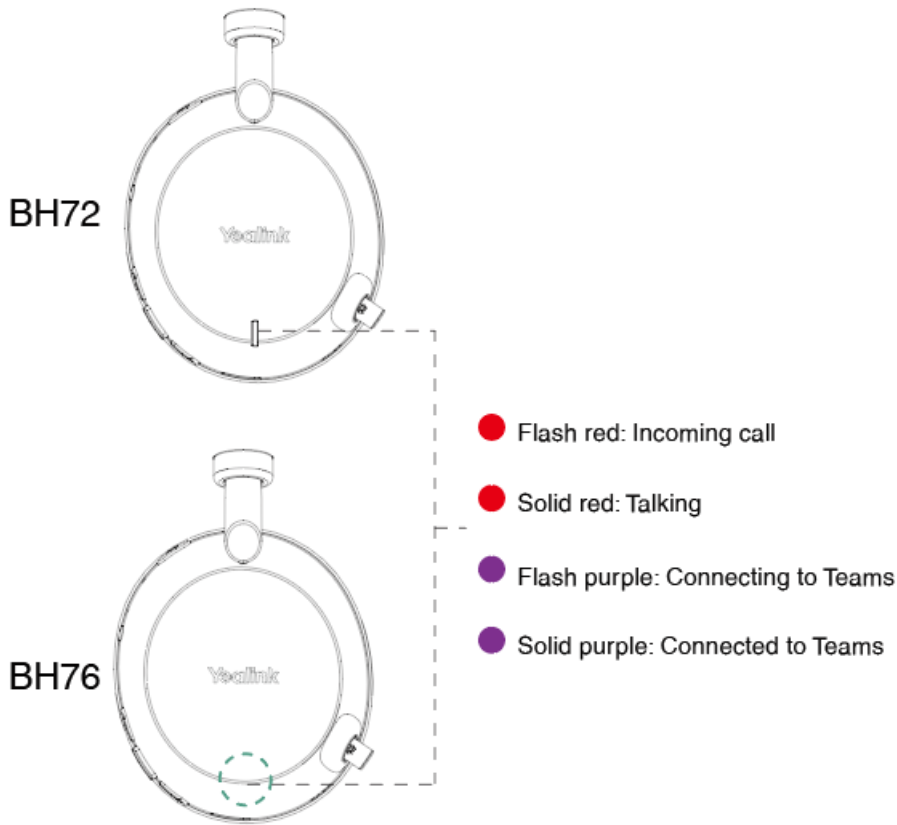
#### Pairing Mode

LED Indicator	Description	Action
Solid green for 2 seconds	Enter pairing mode	In power off: press and hold the <b>Power</b> button for 3 seconds to enter pairing mode
Flash red and green alternately	Pairing	/
Solid green for 2 seconds (once)	Paired	/
Flash red and green alternately	Cancel the pairing	In pairing mode: Press and hold the <b>Power</b> button for 3 seconds to cancel the pairing
Flash red and green alternately	No device connect	In pairing mode: No device connected for five minutes

#### Calling

Busylight LED Indicator	Description
Flash red 1 time per 500 milliseconds	Coming call
Solid red	Dial a call
Solid red	On a call

#### Busylight



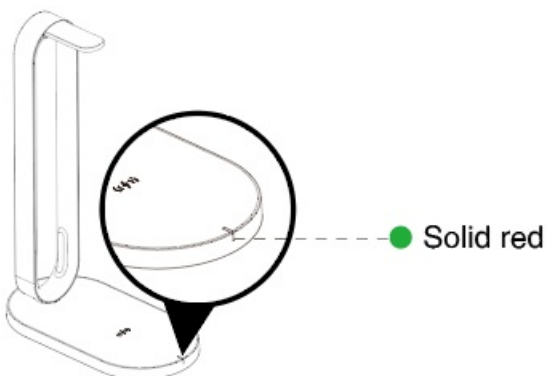
**NOTE**  
Only the Teams edition can connect to Teams.

**Charge**

LED Indicator	Description
Flash red 1 time per 2 seconds	Low battery (<5%)
Solid red	Charing
Solid green	Fully charged

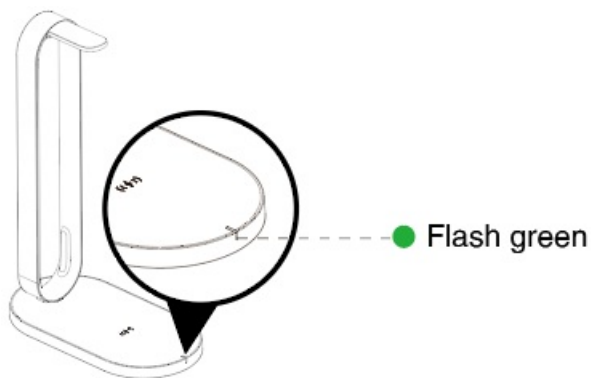
**Wireless Charging LED Indicator**

- **Charging**





- The charging device is not aligned with the charging area



### BT51 LED Indicator

LED Indicator	Description
Fast flashing red and blue	Pairing mode
Solid blue	Device connected
Slow flashing blue	Reconnect a device
Solid red	Mute active
Fast flashing purple	A coming call
Solid purple	Microsoft Teams connected/on a call
Slow flashing purple	Microsoft Teams notification
Off	No device connect

## BH76 Plus

### Package Contents

After opening the package, check that all the items on the list are included. If any items are missing, contact your dealer.

• Standard



BHD762 Plus Headset



On-ear Ear Cushion



Carrying Case



BT51-A Dongle or  
BT51-C Dongle



USB 2.0 Cable  
(USB-A to USB-C)

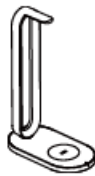


Quick Start Guide

• Optional



Power Adapter

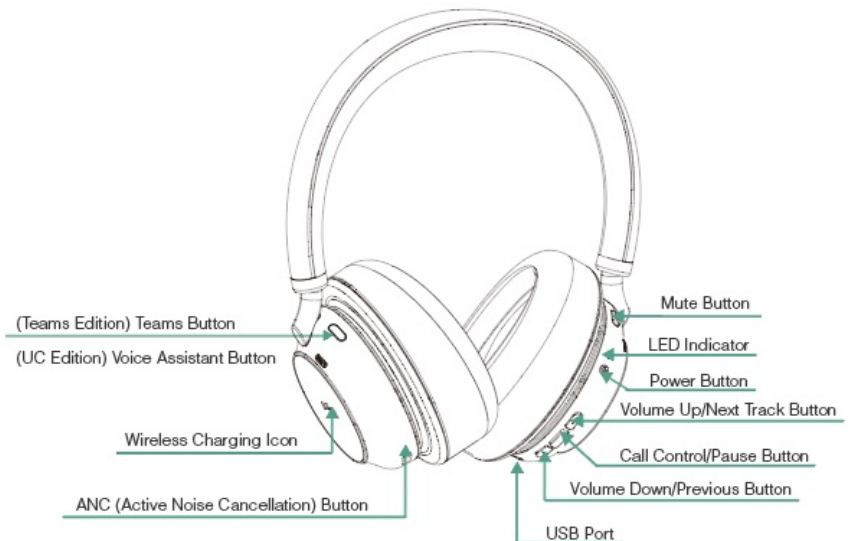


BHC76 Wireless Charging Stand

**TIP**

We recommend that you use the included accessories because other accessories may have compatibility issues that prevent them from working properly.

## Overview

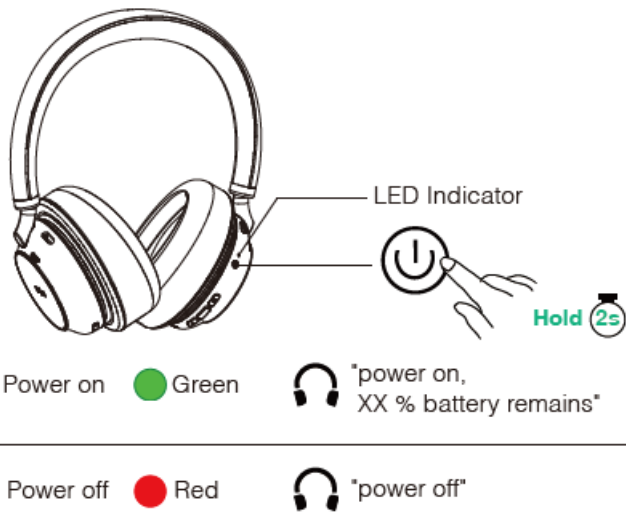


Item	Action & Function
Busylight LED Indicator	<ul style="list-style-type: none"> <li>· Flash red: Incoming Call</li> <li>· Solid red: Talking</li> <li>· Flash purple: Connecting to Teams</li> <li>· Solid purple: Connected to Teams successfully</li> </ul>
Microphone Boom Arm (Retractable)	Push the boom arm to mute a call.
(Teams Edition) Teams Button	Press to invoke the Teams client in the idle state.
(UC Edition) Voice Assistant Button	Press and hold for 2 seconds to activate the voice assistant.
Mute Button	Press to mute or unmute the microphone.
LED Indicator	<ul style="list-style-type: none"> <li>· Charging status:               <ul style="list-style-type: none"> <li>- Charging: Solid red</li> <li>- Fully charged: Solid green</li> </ul> </li> <li>· Power on/off status:               <ul style="list-style-type: none"> <li>- Power on: Solid green for 2s</li> <li>- Power off: Solid red for 2s</li> </ul> </li> </ul>
Power Button	<ul style="list-style-type: none"> <li>· Press and hold for 2 seconds to power on.</li> <li>· Press and hold for 2 seconds to power off.</li> </ul>
Volume Up/Next Track Button	<ul style="list-style-type: none"> <li>· Press to turn up the volume.</li> <li>· Press and hold for 1.5 seconds to go to the next track.</li> </ul>
Call Control/Pause Button	<ul style="list-style-type: none"> <li>· Press to pause or play music.</li> <li>· Press to answer/end a call.</li> <li>· Double-press to reject a call.</li> </ul>
Volume Down/Previous Button	<ul style="list-style-type: none"> <li>· Press to turn down the volume.</li> <li>· Press and hold for 1.5 seconds to go to the previous track.</li> </ul>
USB Port	Connect to the USB cable.
Wireless Charging Icon	When the device is placed on the wireless charging stand to charge, the center of the device needs to be aligned with the icon.
ANC (Active Noise Cancellation) Button	Use a noise canceling system to reduce unwanted background noise.

## Power On/Off

### Power On & Off

Press and hold the Power button for 2 seconds.



### Troubleshooting

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

### How does the headset enter sleep mode and how to wake up a sleep mode headset?

## LED Indicator Status

### Headset LED Indicator

#### Basic

LED Indicator	Description
Solid green for 2 seconds	Power on
Solid green for 2 seconds (once)	Connect to BT51/Bluetooth device
Off	Connect to USB device
Solid red for 2 seconds	Power off

#### Pairing Mode

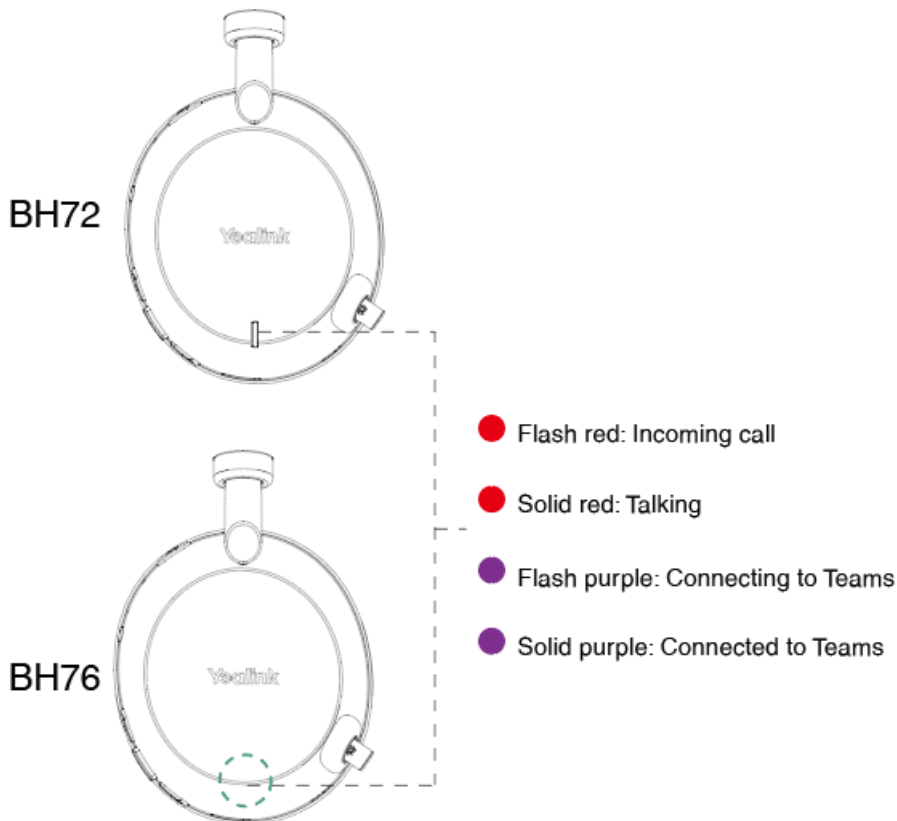
LED Indicator	Description	Action
Solid green for 2 seconds	Enter pairing mode	In power off: press and hold the <b>Power</b> button for 3 seconds to enter pairing mode

Flash red and green alternately	Pairing	/
Solid green for 2 seconds (once)	Paired	/
Flash red and green alternately	Cancel the pairing	In pairing mode: Press and hold the <b>Power</b> button for 3 seconds to cancel the pairing
Flash red and green alternately	No device connect	In pairing mode: No device connected for five minutes

**Calling**

Busylight LED Indicator	Description
Flash red 1 time per 500 milliseconds	Coming call
Solid red	Dial a call
Solid red	On a call

**Busylight**



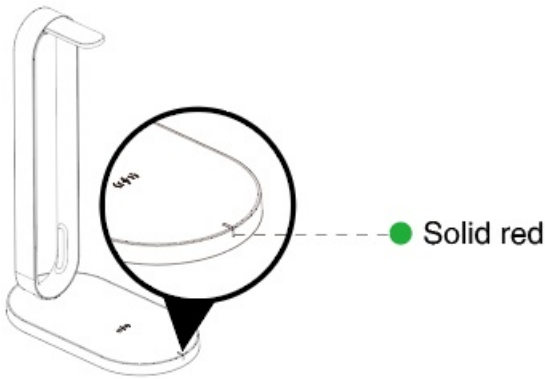
**NOTE**  
Only the Teams edition can connect to Teams.

**Charge**

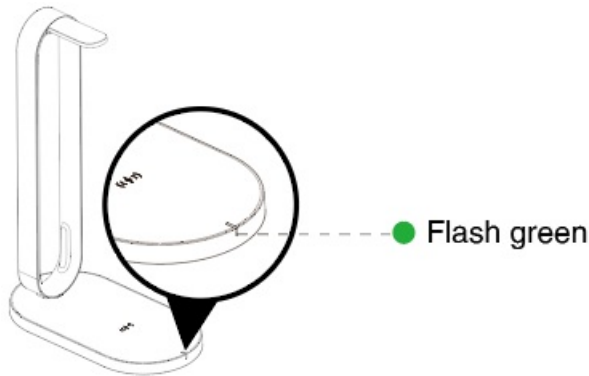
LED Indicator	Description
Flash red 1 time per 2 seconds	Low battery (<5%)
Solid red	Charing
Solid green	Fully charged

**Wireless Charging LED Indicator**

- **Charging**



- **The charging device is not aligned with the charging area**



**BT51 LED Indicator**

LED Indicator	Description
Fast flashing red and blue	Pairing mode
Solid blue	Device connected
Slow flashing blue	Reconnect a device
Solid red	Mute active
Fast flashing purple	A coming call
Solid purple	Microsoft Teams connected/on a call

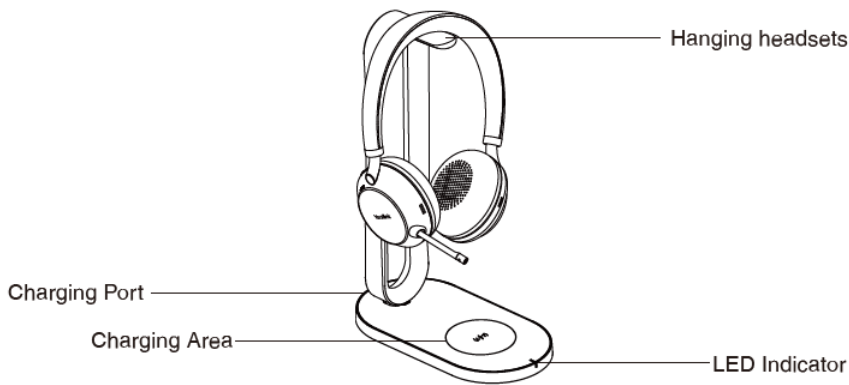
Slow flashing purple	Microsoft Teams notification
Off	No device connect

## Optional Accessories

### Wireless Charging Stand

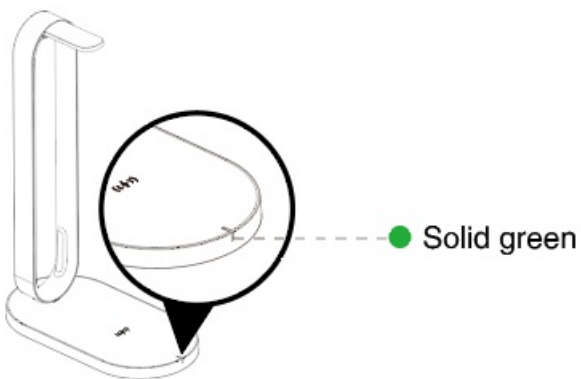
**NOTE**  
The wireless charging is only applicable to BH72/BH76.

#### Overview

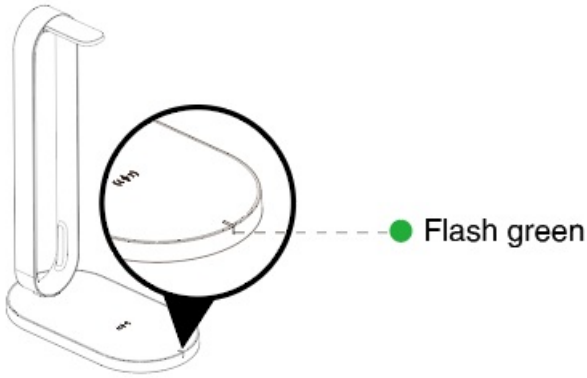


#### LED Indicator

- Charging

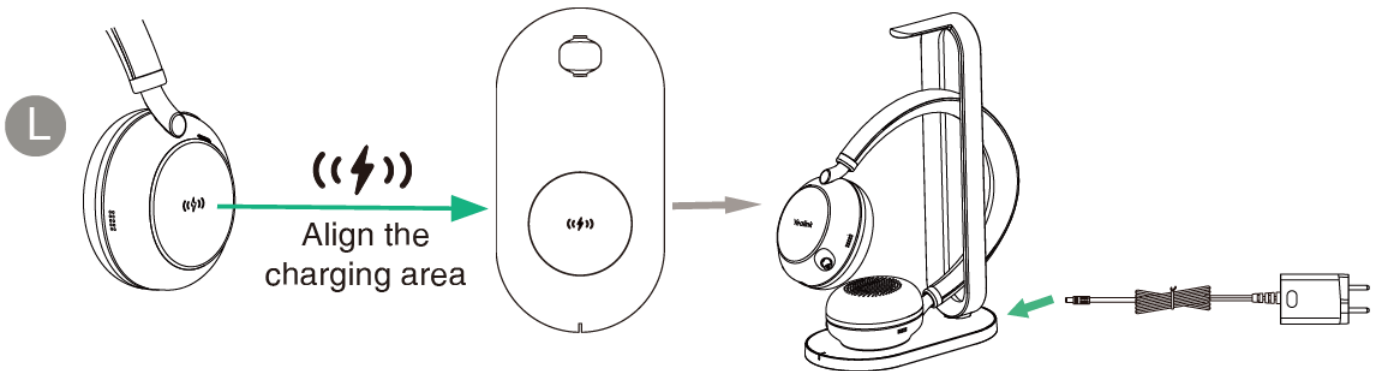


- The charging device is not aligned with the charging area

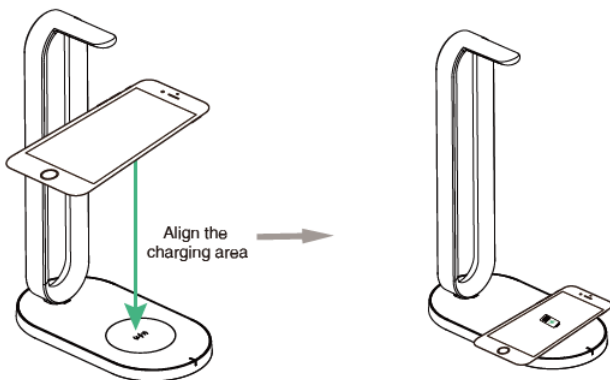


**Usage**

- Charge the headset (take Yealink BH76 for an example)



- Charge the mobile phone



**NOTE**

- The BHC76 is compatible with devices that support Qi wireless charging, such as wireless charging mobile phones and headsets.
- BH72/76 headsets take three hours to charge fully; other devices depend on their input power.
- Please confirm on the device whether it is fully charged.
- It is not applicable to the BH72 Lite.



# BLT60 Busylight

**NOTE**

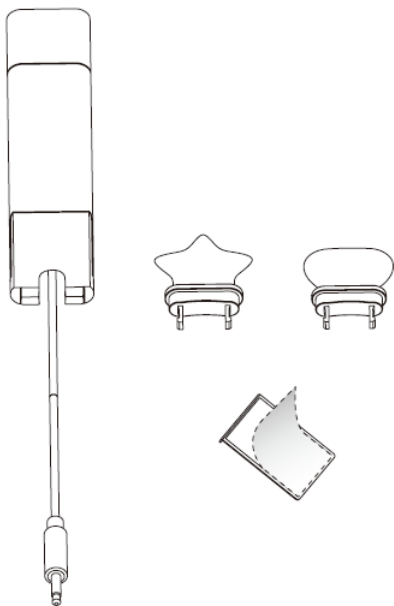
It is only applicable to BH71.

## What Does Busylight Works For?

With its star/heart/square shape light guide, people around you can always know your working stat no matter which one you choose. It synchronously displays the current desk phone/softphone presence state with the colors. For example, when BLT60 turns red, you are on a call, and people would not interrupt you.

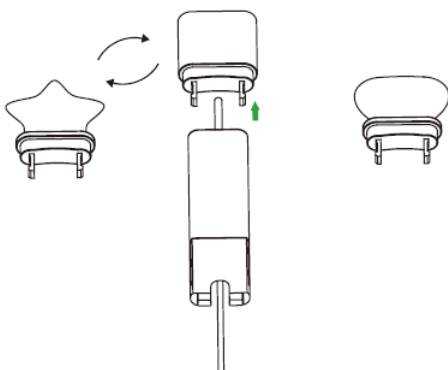
In addition, the Yealink BLT60 is with 1.8m long cord, which allows you to place the light wherever it' s easily seen, for example, the corner of your desk or the PC monitor. When you are away from your desk while the Yealink BLT60 is flashing red, you can still know here comes the call and never miss it, even there is no bell reminder.

## Package Content



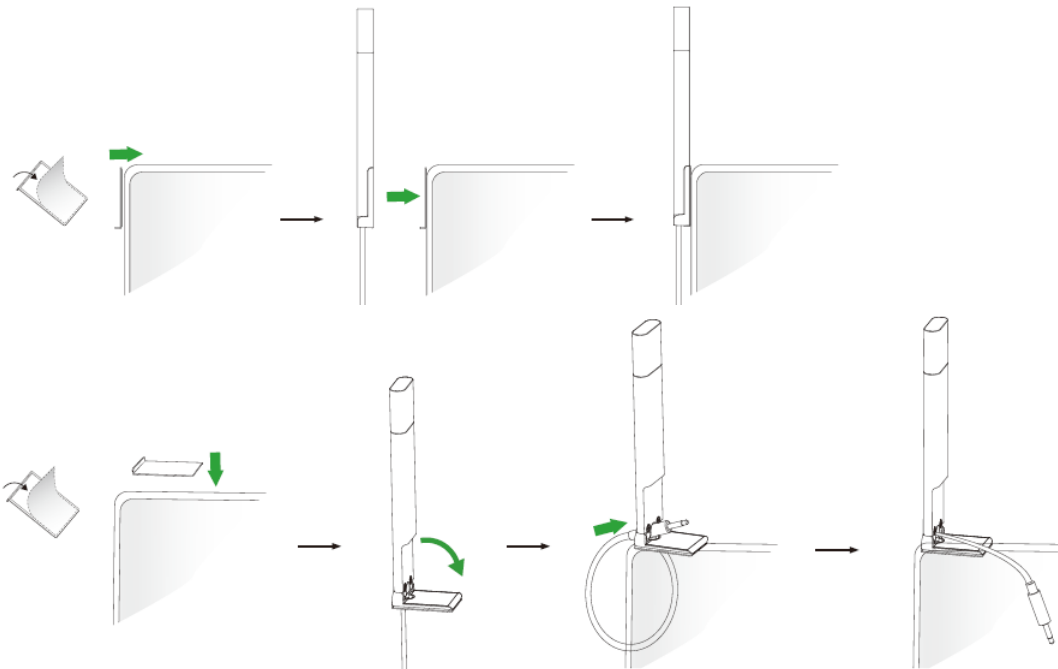
## How to Use

### 1. Install.



2. At the back of the base station, there is an interface for you to connect busylight BLT 60. Please do not mess it up with the power supplier interface though they are very similar. When the BLT60 light turns up, that means it is connected correctly.

3. Stick to the device.



**LED Indicator**

The phone can use optional accessories when you need to extend your phone’s capabilities.

The accessories need to be purchased separately if required for your phone:

- **Online Status** (sync status requires softphone support)

LED Indicator	Description
Solid green	Available
Solid orange	Away
Solid red	DND/Busy
Off	Turn off the busylight, but the softphone does not support

- **Talking Status**

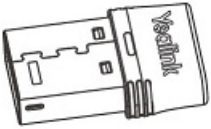
LED Indicator	Description
Flash red	Ringling
Solid red	In a call
Flash green slowly	Missed call/voice message notification (this requires softphone support)
Off	Softphone does not support, turn off the busylight

## BT51 Dongle

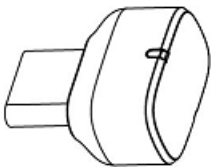
**i NOTE**

It is applicable to BH71/BH72/BH76.

- **BT51-A**



- **BT51-C**

**Related Topic:**

- [Manually Pair BH71 & BH71 Pro Headset with BT51](#)
- [Manually Pair BH71 Workstation & BH71 Workstation Pro Headset with BT51](#)
- [Manually Pair BH72 & BH76 Headset with BT51](#)

## Using Test

It is applicable to BH71/BH72/BH76.

Are you still struggling with how to set up Teams and Yealink headsets? Are you experiencing problems that you can't control remotely? These tips will take you quickly through various scenarios of the Yealink headsets and Teams.

### Necessary Checks

#### Enable Teams Only Mode

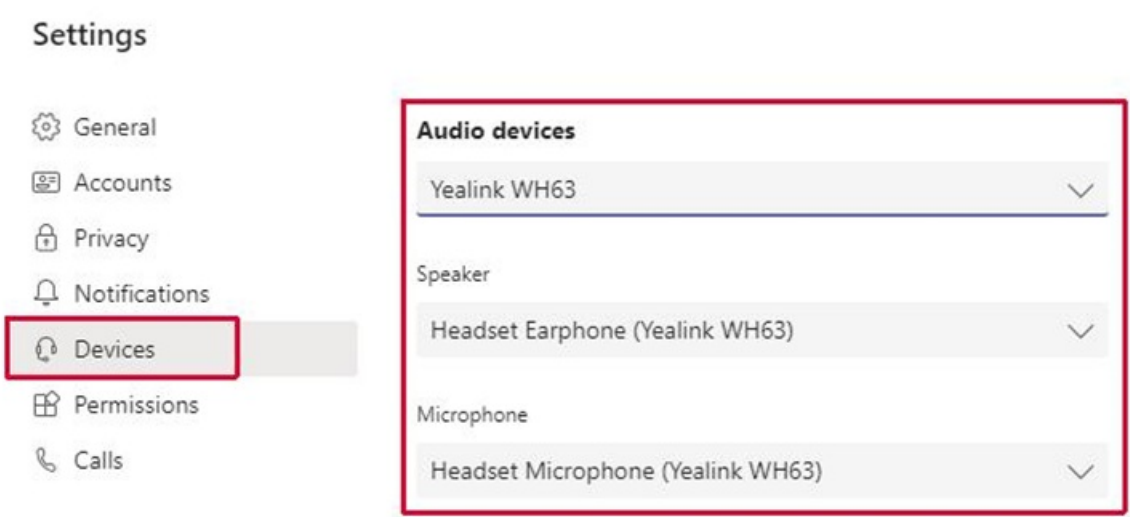
Currently, only **Teams Only Mode** can support remote call control, so we must enable it first. If you have an IT/Network Team, please check with them. If you are the IT guy, please check this mode on **TAC** (Teams Admin Center). Here is the TAC Link: <https://admin.microsoft.com>

#### Select Corresponding Audio/Video Device

1. Go to **Settings->Devices**.



2. Choose the headset you are going to use.



**Some Teams Known Problems/Temporary Solutions**

**Unable to wake up the Teams client by Pressing the MFB button**

**Win\mac can't PSTN call out**

**Teams + WH66/67 can't pick up the call, it appears as an incoming call on WH66/67 display screen and the call is unable to pick up by pressed the call control button**

**Abnormal behavior on Multi-application call scenario**

**After a Team meeting, when end call from Teams side, headset is stuck in the call interface**

**Double click MFB button cannot redial**

**Mute button will end Teams call**

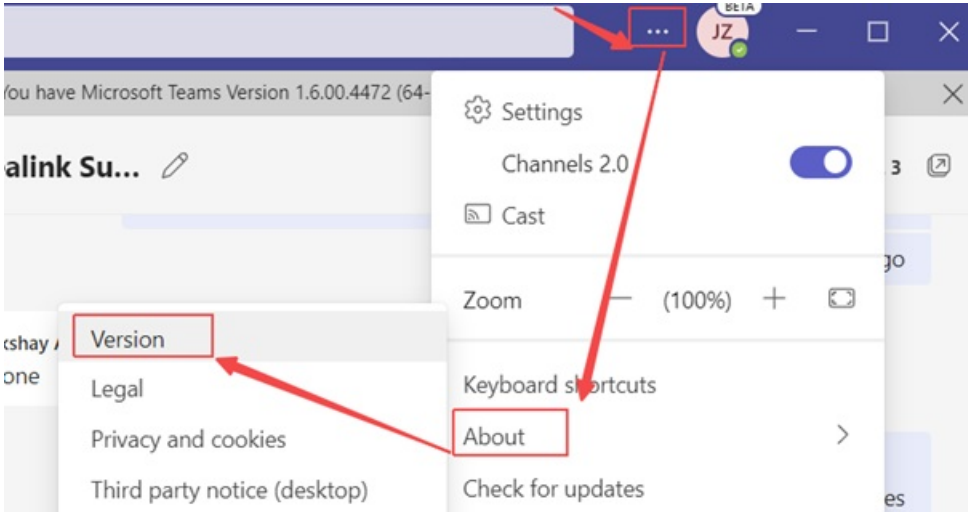
**Some Useful Debug Info**

If you report a problem to Yealink support may ask some information: Teams version,

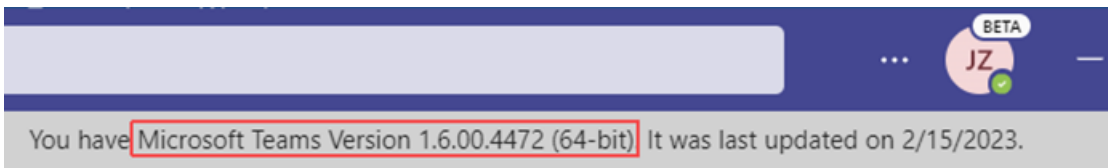
Log from Headset, Log from Teams and some other questions. So how to provide necessary info to Yealink to get quick support and solution?

**How to check the Team version**

1. Go to **About->Version**, and click.

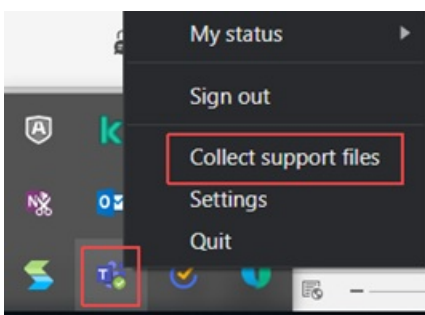


2. Then you can see the version below:



**How to export Teams app' s log?**

1. Right Click the **Teams icon->Collect support file**.



2. Press **Ctrl + alt +shift + 1** to record the system log from Teams.

The default saving path is **This PC->Downloads**.

**How to export the debug file from Yealink headset?**

Just refer to the [FAQ](#) to get it.

**TIP**

Any other questions/problems please contact [fae.hs@yealink.com](mailto:fae.hs@yealink.com)

**Others****Unable to wake up the Teams client by Pressing the MFB button**

Please enable Teams app first, then plug the headset.

**NOTE**

Yealink version xxx.434.0.xx will solve this problem. Please pay attention on <https://support.yealink.com/en/portal/home?categoryId=30>

**Win\mac can't PSTN call out**

Introduced in Microsoft version 1.5, fixed in new version (1.5.00.28567 for WINDOWS, 1.5.00.28358 for MAC)

**Teams + WH66/67 can't pick up the call, it appears as an incoming call on WH66/67 display screen and the call is unable to pick up by pressed the call control button**

Teams cache issue, need to check suit 2 scenarios

1. Please make sure you are use only Teams client on the PC, And disable YUC and SFB on the PC.
2. Please make sure you are using the Teams only account. You could check the Teams only account via this link: <https://admin.microsoft.com>.

**Abnormal behavior on Multi-application call scenario**

In the normal official environment, there are several softphones using at the same time.

And there is only one audio channel could take the call, so there is a call priority when there are several calls from different softphones. For example, Teams,3CX, Bria, Webex, etc.

Here is the normal behavior when there are several calls from different softphones.

1. Build up a Teams call first->3CX call incoming-> Pick up the call-> 3CX and Teams will both set to hold status
2. Build up a 3CX call first->Teams call incoming->Pick up the call->Teams will take the call, and 3CX will set to hold status.

**TIP**

The different behavior is caused by the priority of Teams call is higher than 3CX.

**After a Team meeting, when end call from Teams side, headset stuck in call interface**

Teams' bug, all the manufacturer same behavior, MS will release new version to solve this problem in Q1 2023.

### **Double click MFB button cannot redial**

Teams not support such a feature

### **Mute button will end Teams call**

Teams problem, just upgrade Teams to latest version

## **FAQ**

### **TIP**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

## **How to test microphone of Yealink headset?**

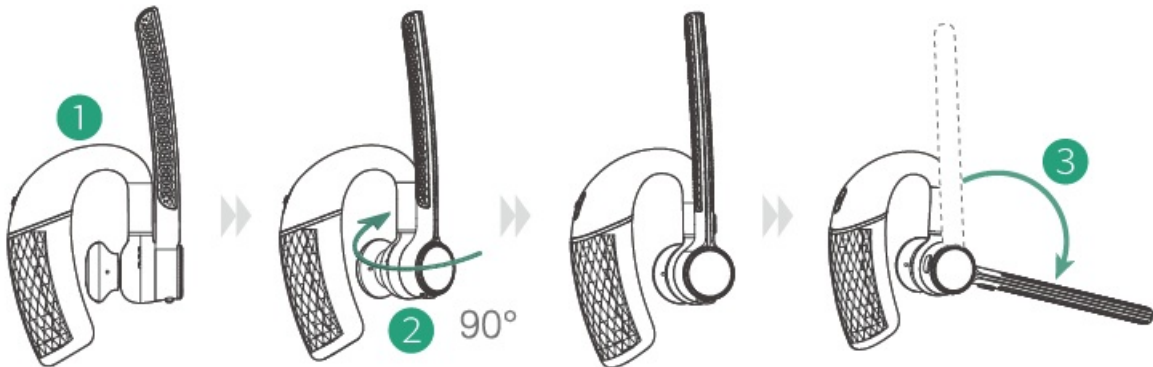
## **Fit**

### **Fit BH71**

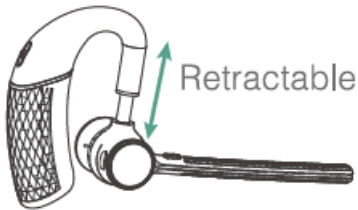
**Related Topic:** [Video: How to Wear the BH71 Headset](#)

## • Right Ear Wearing

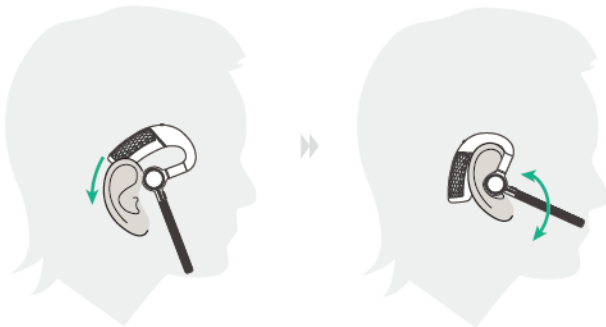
1. Take out the headset, as shown in Figure ❶. Twist the speaker to the left, then rotate the microphone boom down.



2. Before wearing, you can adjust the speaker's height up or down to get the perfect fit for your ear.



3. Place the eartip in your ear and slide the headset over and behind your ear, and then press gently toward your ear. Fine-tune the headset according to your own situation.



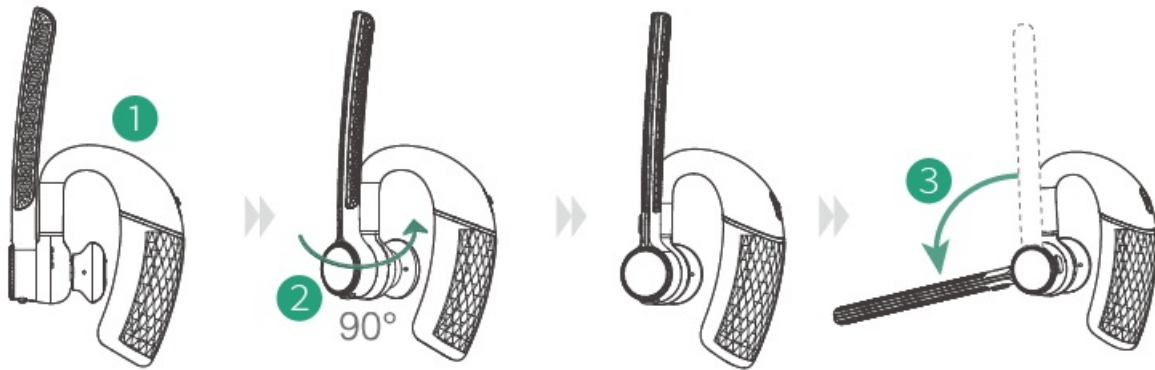
### ❶ NOTE

- Remove your eyeglasses before donning the headset for the best fit.
- The headset comes with three sizes of ear tips. Choose one that fits you best.



- **Left Ear Wearing**

1. Take out the headset, as shown in Figure ①. Twist the speaker to the right, and then rotate the microphone boom down.



2. Please refer to steps 2 and 3 of the **right ear wearing** for wearing methods.  
You can scan the QR code below to view the how-to video.



## Fit BH72/BH76

### Fit BH72/BH76 Headset

• **Adjust the Headband**

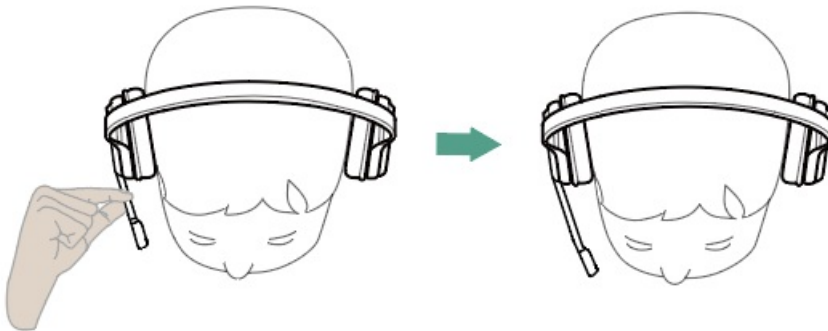
Put the headset on your head with the **L** (left) mark on your left ear and the **R** (right) mark on your right ear.

To adjust the headband, lengthen or shorten the band until it fits comfortably. Position the ear cushions so that the foam cushions sit comfortably over the center of your ears.

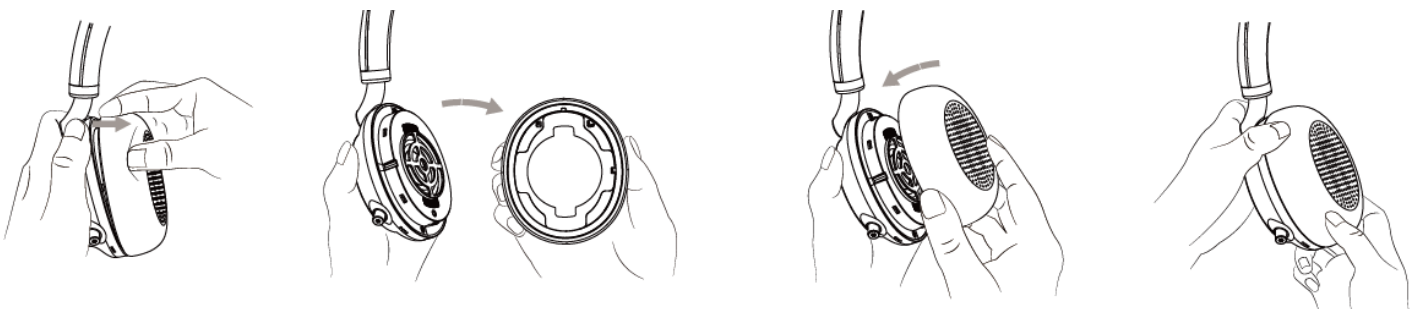


• **Adjust the Boom**

Pull out the boom arm to obtain professional audio quality, and can easily hide the microphone boom arm to obtain a stylish appearance.



**Replace BH72/BH76 Ear Cushion**



**Fit BH76 Plus**

**Fit BH76 Plus Headset**

- **Adjust the Headband**

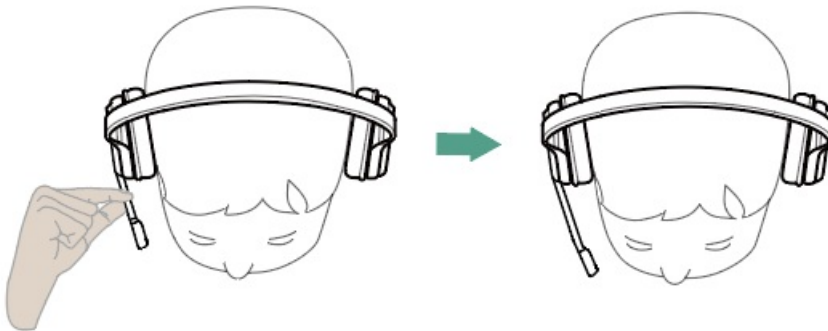
Put the headset on your head with the **L** (left) mark on your left ear and the **R** (right) mark on your right ear.

To adjust the headband, lengthen or shorten the band until it fits comfortably. Position the ear cushions so that the foam cushions sit comfortably over the center of your ears.



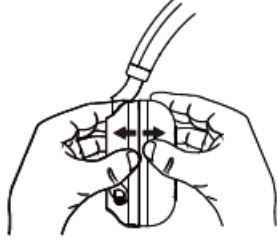
- **Adjust the Boom**

Pull out the boom arm to obtain professional audio quality, and can easily hide the microphone boom arm to obtain a stylish appearance.

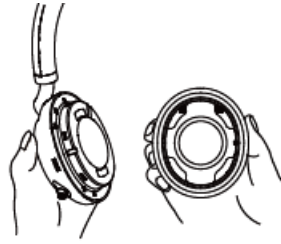


## Replace BH72/BH76 Ear Cushion

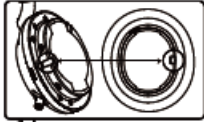
• **On-ear to Over-ear**



Use your fingers to disassemble the headset and on-ear cushion



Remove the on-ear cushion from the headset

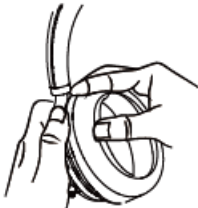


Align the over-ear cushion with the headset

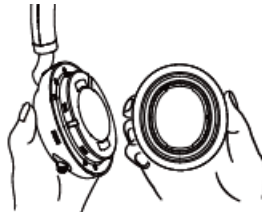


Press the headset and over-ear cushion tightly

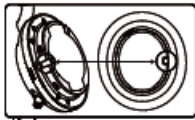
• **Over-ear to On-ear**



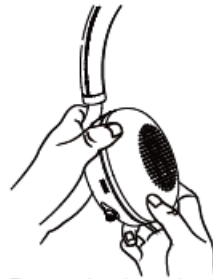
Use your fingers to disassemble the headset and over-ear cushion



Remove the over-ear cushion from the headset



Align the on-ear cushion with the headset



Press the headset and on-ear cushion tightly

## Charge

### BH71/BH71 Pro

# Check Headset Battery Level

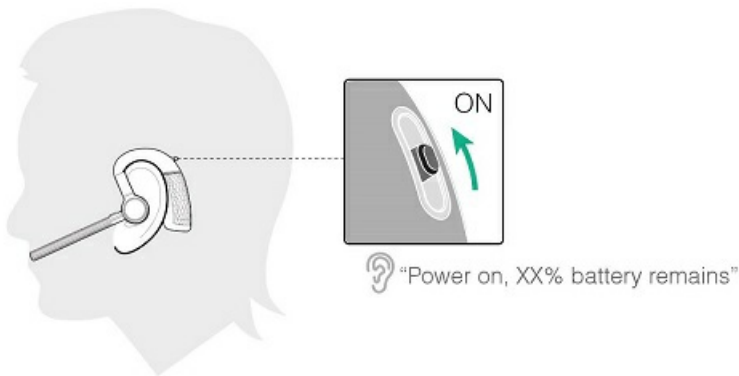
## Check on Headset

### NOTE

It is only applicable to BH71/BH71 Pro.

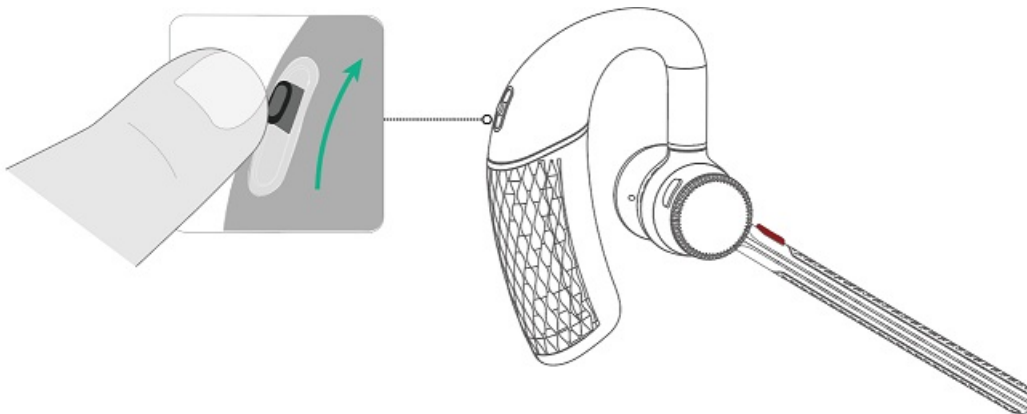
#### • Power on

Slide the switch to power on position and the headset will prompt the remaining battery level.



#### • Reconnect Bluetooth

When the headset is disconnected from the device, slide the switch to the “Bluetooth” position once, and the headset will prompt the remaining battery level and reconnect to the recently connected device.

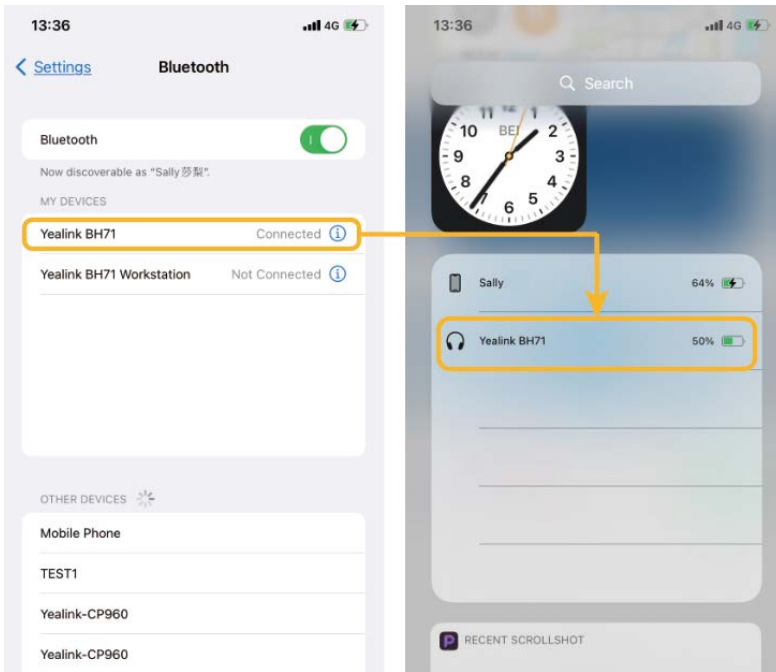


## Check on Mobile Phone

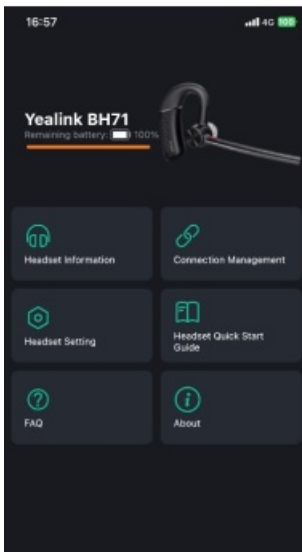
### NOTE

It is only applicable to BH71/BH71 Pro.

- Pair the headset with your mobile phone's Bluetooth and check the headset battery level on the phone's taskbar.



- Download the software from Google Play for Android devices or download it from the App Store for iOS devices.



### Check on Charging Case

**NOTE**  
It is only applicable to BH71/BH71 Pro.

Put the headset into the charging case and open the charging case to check the headset battery.



**NOTE**

- When the headset is not in the charging case and undocked to the charging case, the LED indicator indicates the remaining power of the charging case.
- When the headset is in the charging case or docked to the charging case, the LED indicator indicates the remaining power of the headset.

LED Indicator	Description
	Battery high
	Battery medium
	Battery medium to low
	Battery low
Flash red	Ultra-low battery

**Check on Yealink USB Connect**

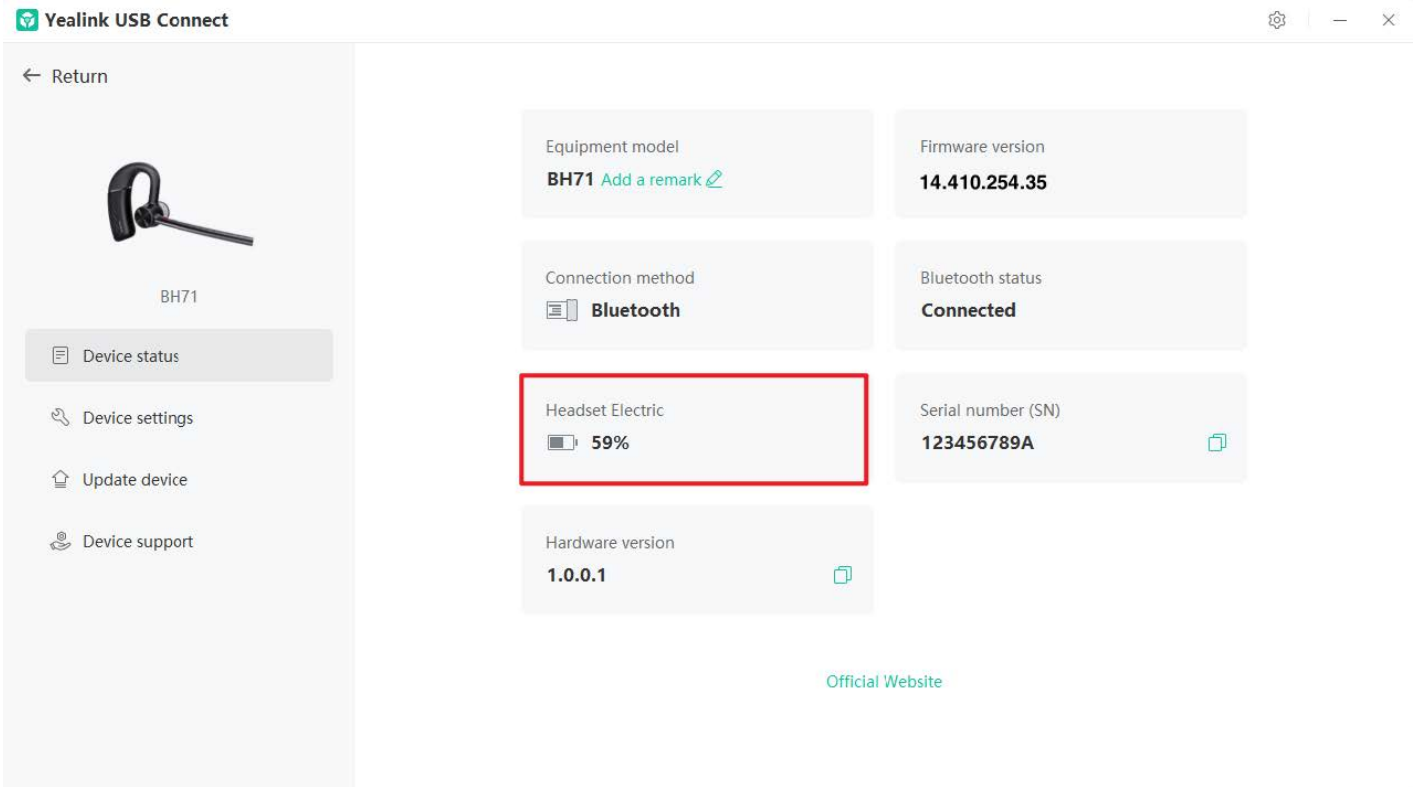
**NOTE**

It is only applicable to BH71 Pro.

Do one of the following to check the battery level on the Yealink USB Connect application:

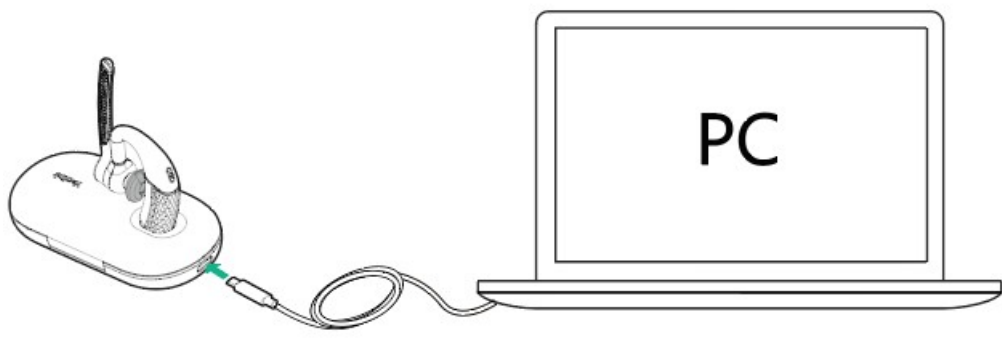
Before you begin:

- Download via <http://support.yealink.com/>.
- Connect the headset to the PC via a BT51 dongle.
- Connect the charging case and headset to the PC via a USB cable.



**NOTE**

- The carrying case does not support checking the battery level in the Yealink USB Connect for the headset.
- The BH71 need to purchase the BT51 dongle separately.
- You need to power on the headset and stand it on the charging case when you connect the charging case and headset to the PC via a USB cable.



**FAQ**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

**How long are the talking time and standby time of the BH71 headset?**



# Charge Headset

## Charge Headset

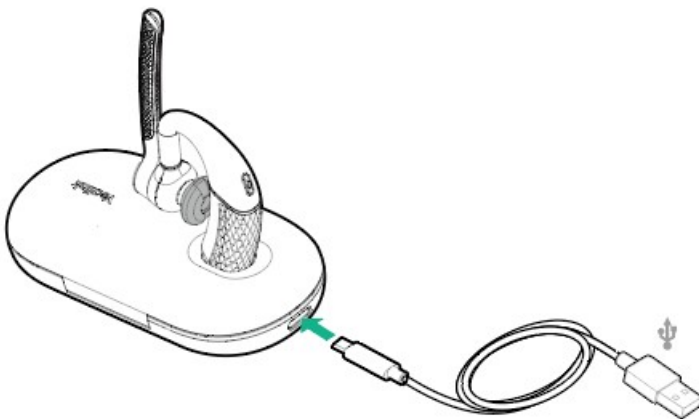
It takes approximately 90 minutes to charge the headset fully, and the LED indicator turns off once the charging is complete.

You can use the charging case and carrying case to charge your headset. And you can connect the other end of the USB cable to the USB port on your PC or wall charger.

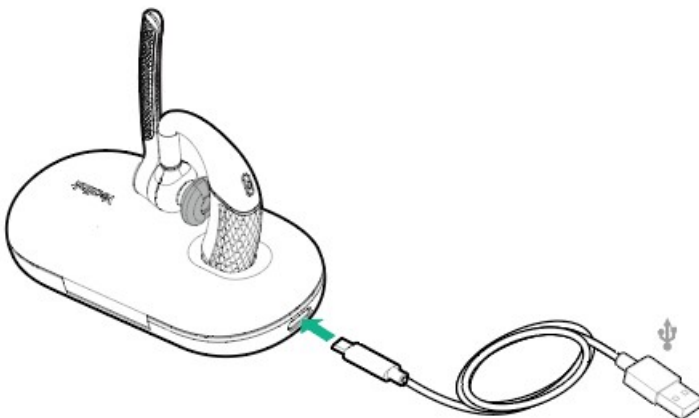
- **Use the carrying case to charge**

Do one of the following:

- a. Stand the headset on the carrying case.



- b. Put the headset into the carrying case and charge it via the USB cable.

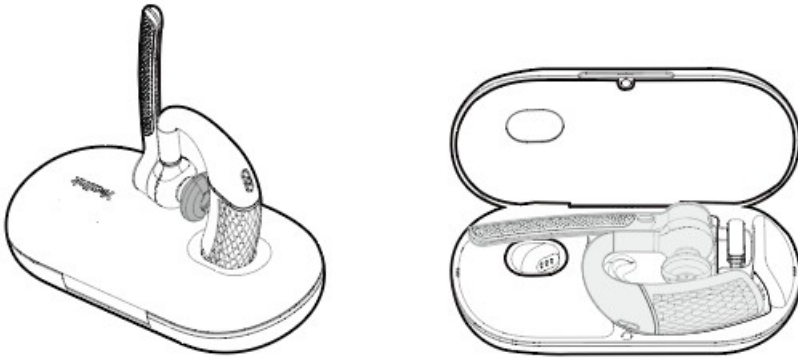


LED Indicator	Description
Solid green	Charging
Off	Charging is complete

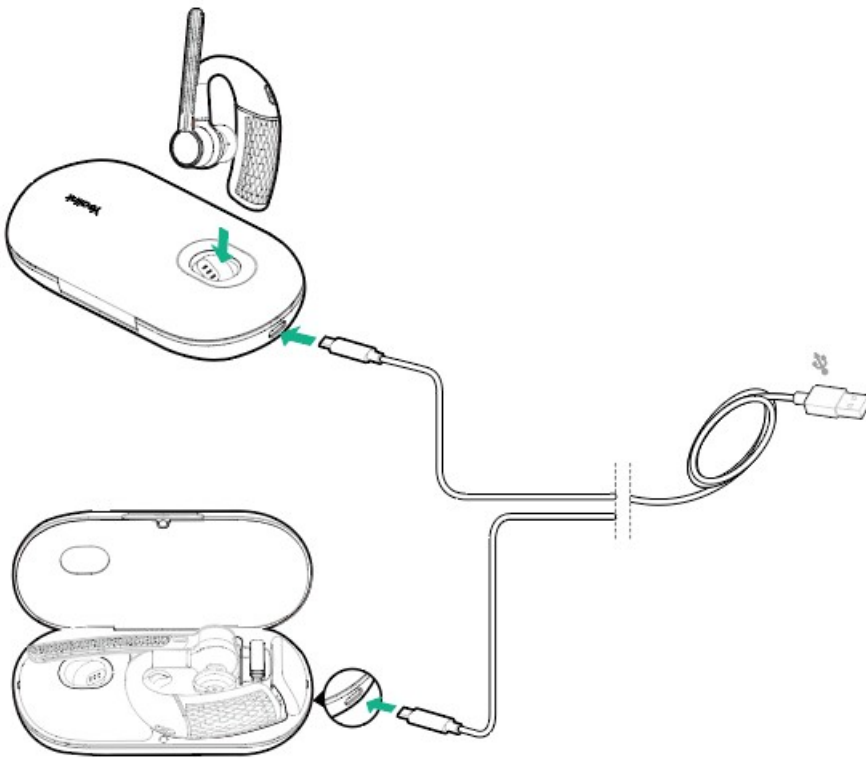
- **Use the charging case to charge**

Do one of the following:

- a. Stand the headset on/put the headset into the case to charge.



- b. Stand the headset on/put the headset into the case and charge it via the USB cable.



LED Indicator	Description
Flash green	Charging
Off	Charging is complete

**NOTE**

- The carrying case of BH71 cannot directly charge the headset and requires an external USB cable. The charging case of BH71 Pro can directly charge the headset.
- When the headset is not in the charging case and undock to the charging case, the LED indicator indicates the remaining power of the charging case.
- When the headset is in the charging case or dock to the charging case, the LED indicator indicates the remaining power of the headset.

**FAQ**

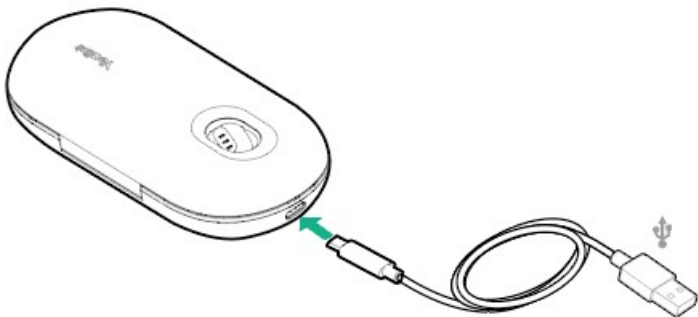
If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

**How long are the talking time and standby time of the BH71 headset?**

## Charge Charging Case

### Charge Charging Case

You can connect the other end of the USB cable to the USB port on your PC or wall charger.

**NOTE**

- When the headset is not in the case or undocked to the case, the LED indicator indicates the the remaining power of the case.
- When the headset is in the case or docked to the case, the LED indicator indicates the the remaining power of the headset.

**Troubleshooting**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

# BH71 Workstation/BH71 Workstation Pro

## Check Headset Battery Level

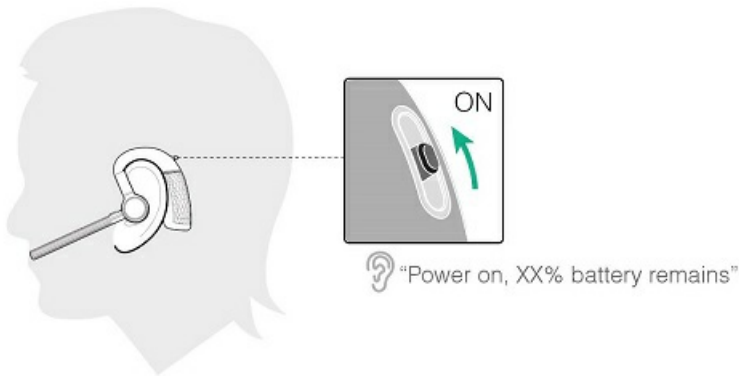
### Check on Headset

**NOTE**

It is applicable to BH71 Workstation/BH71 Workstation Pro.

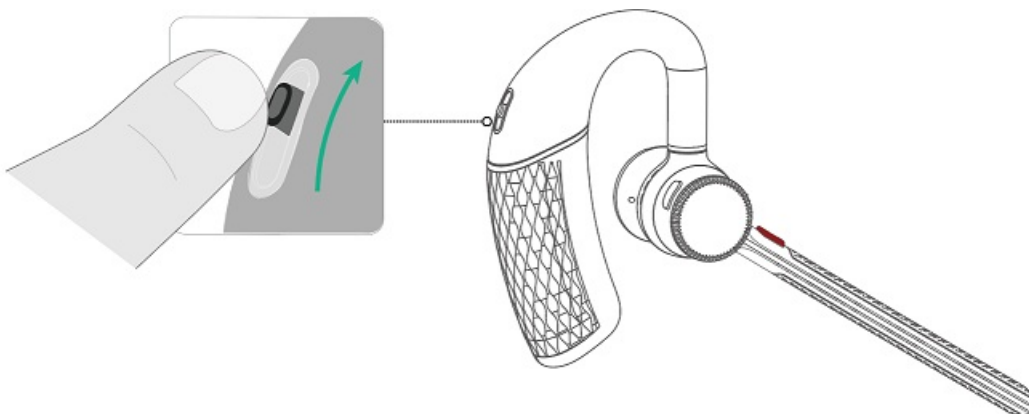
- **Power on**

Slide the switch to power on position and the headset will prompt the remaining battery level.



- **Reconnect Bluetooth**

When the headset is disconnected from the device, slide the switch to the “Bluetooth” position once, and the headset will prompt the remaining battery level and reconnect to the recently connected device.



### Check on Station

**NOTE**

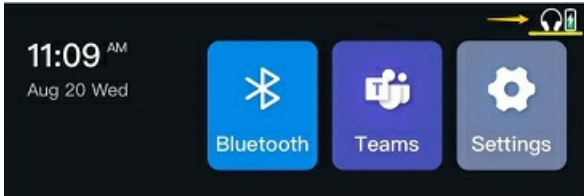
It is applicable to BH71 Workstation/BH71 Workstation Pro.

**Before you start:** The headset has been pre-paired with the station, and you just only need to dock the headset to the station to pair automatically.

Do one of the following to check the battery level:

- **Check through the upper-right corner of the station' s home screen .**

When the headset is on low battery, the battery icon will display red.



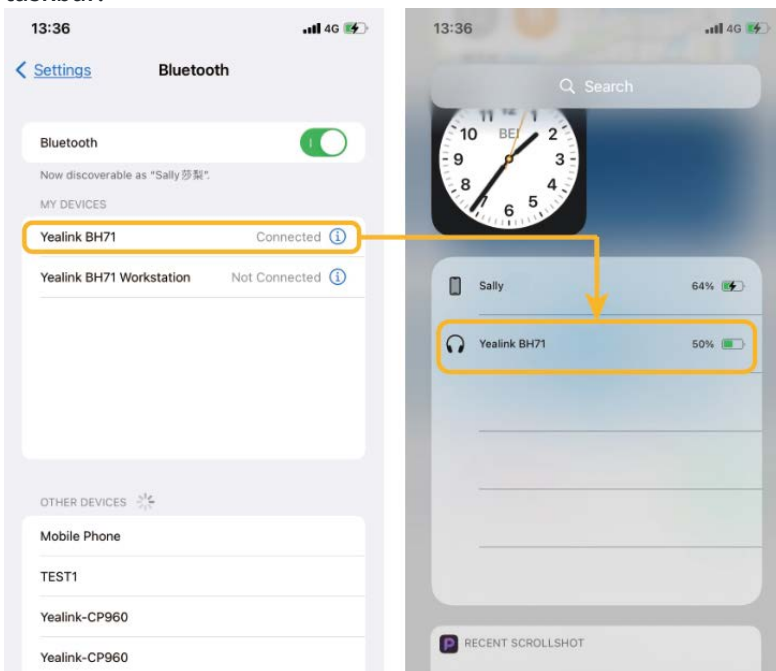
- Go to the headset' s Bluetooth interface to check.
  1. Tap Bluetooth on the home screen.
  2. Tap **Connected** beside the connected headset to enter the headset' s detail interface to check the battery level.

## Check on Mobile Phone

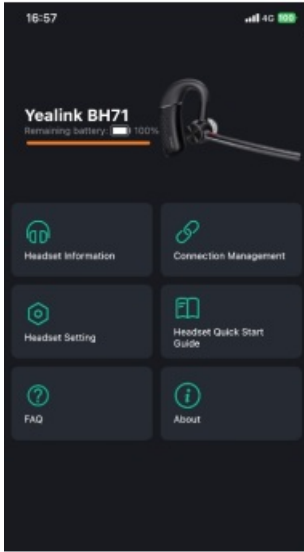
**NOTE**

It is applicable to BH71 Workstation/BH71 Workstation Pro.

- Pair the headset with your mobile phone' s Bluetooth and check the headset battery level on the phone' s taskbar.



- Download the software from Google Play for Android devices or download it from the App Store for iOS devices.



### Check on Charging Case

**NOTE**  
It is applicable to BH71 Workstation Pro.




Put the headset into the charging case and open the charging case to check the headset battery.



**NOTE**

- When the headset is not in the case or undocked to the case, the LED indicator indicates the the remaining power of the case.
- When the headset is in the case or docked to the case, the LED indicator indicates the the remaining power of the headset.

LED Indicator	Description
● ● ●	Battery high

	Battery medium
	Battery medium to low
	Battery low
Flash red	Ultra-low battery

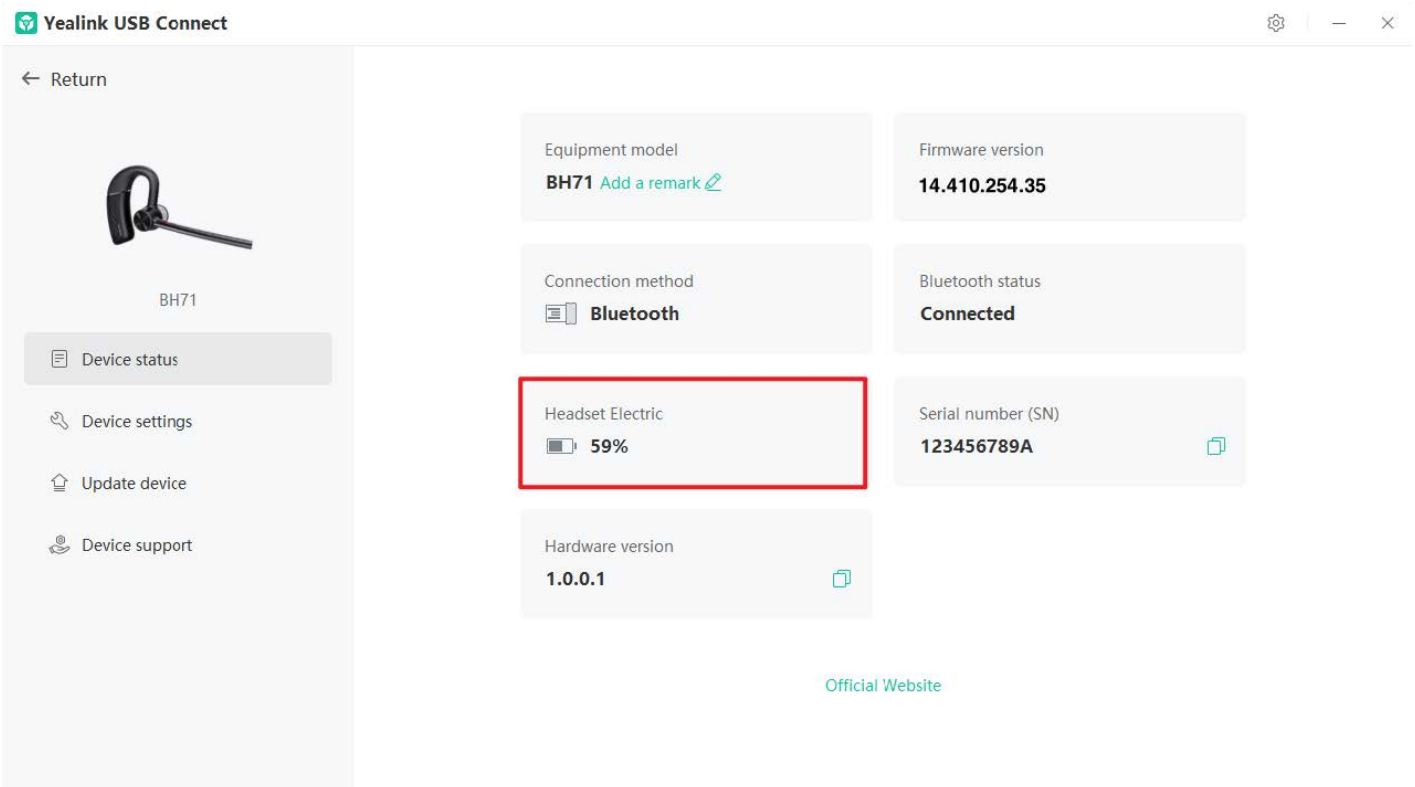
### Check on Yealink USB Connect

**NOTE**  
It is applicable to BH71 Workstation Pro.

Do one of the following to check the battery level on the Yealink USB Connect application:

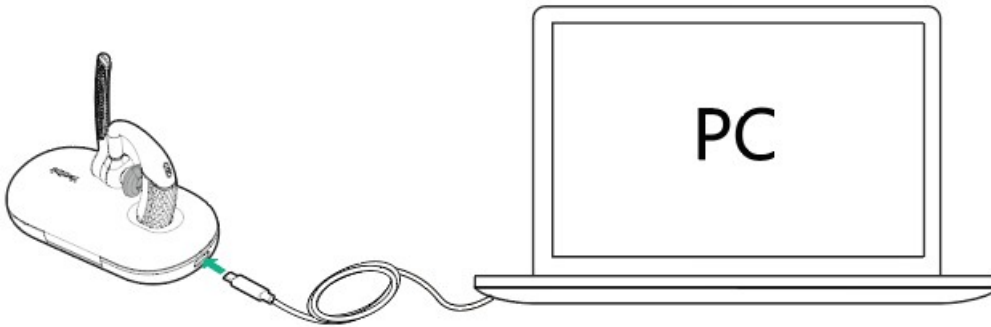
Before you begin:

- Download via <http://support.yealink.com/>.
- Connect the headset to the PC via a BT51 dongle.
- Connect the charging case and headset to the PC via a USB cable.



**NOTE**

- The carrying case does not support checking the battery level in the Yealink USB Connect for the headset.
- The BH71 need to purchase the BT51 dongle separately.
- You need to power on the headset and stand it on the charging case when you connect the charging case and headset to the PC via a USB cable.

**FAQ**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

**How long are the talking time and standby time of the BH71 headset?**

## Charge Headset

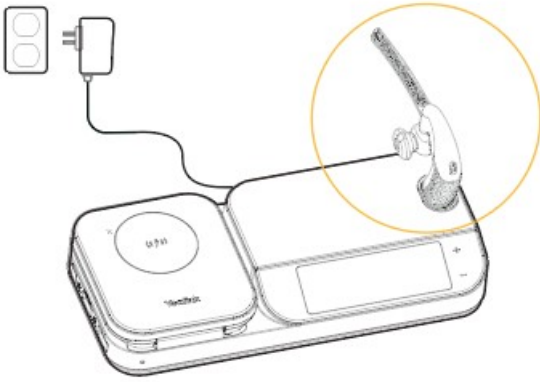
**Charge Headset**

It takes approximately 90 minutes to charge the headset fully, and the LED indicator turns off once the charging is complete.

You can use the charging case and carrying case to charge your headset. And you can connect the other end of the USB cable to the USB port on your PC or wall charger.

- **Dock into the station to charge.**

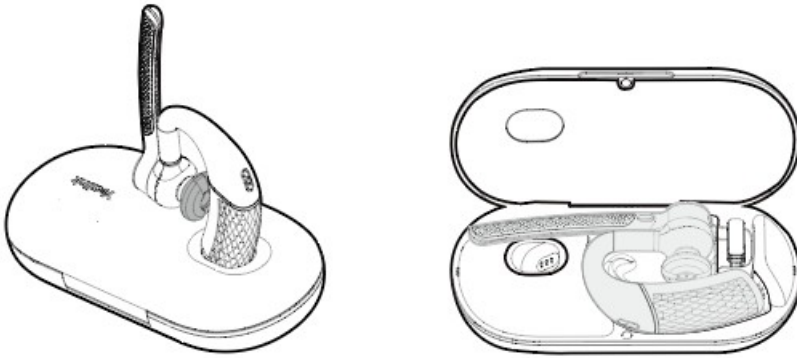




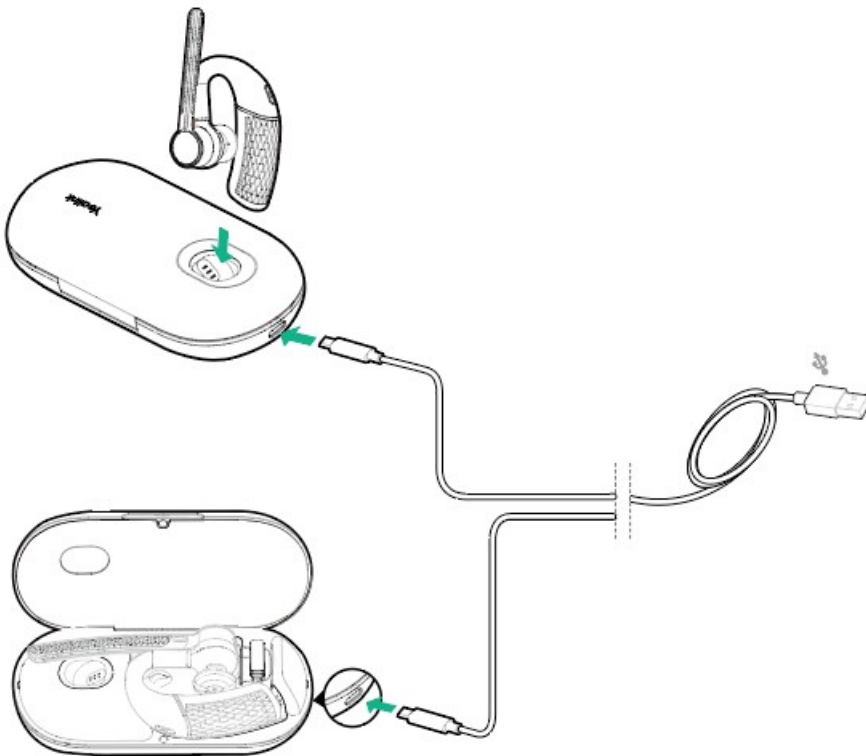
- **Use the charging case to charge**

Do one of the following:

a. Stand the headset on/put the headset into the case to charge.



b. Stand the headset on/put the headset into the case and charge it via the USB cable.



LED Indicator	Description
Flash green	Charging
Off	Charging is complete

**NOTE**

- The carrying case of BH71 cannot directly charge the headset and requires an external USB cable. The charging case of BH71 Pro can directly charge the headset.
- When the headset is not in the charging case, the LED indicator of the charging case shows the battery status of the charging case.
- When the headset is in the charging case, the LED indicator of the charging case shows the battery status of the headset.

## FAQ

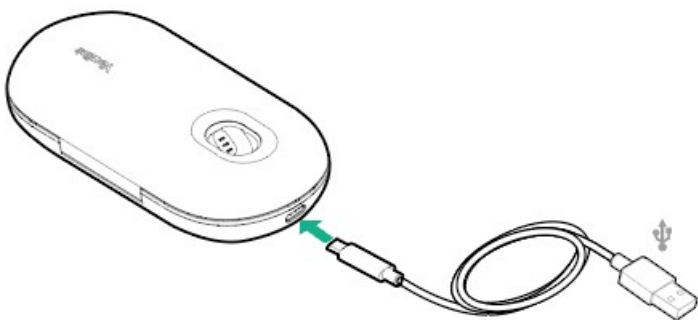
If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

### How long are the talking time and standby time of the BH71 headset?

## Charge Charging Case

### Charge Charging Case

You can connect the other end of the USB cable to the USB port on your PC or wall charger.



**NOTE**

- When the headset is not in the case or undocked to the case, the LED indicator indicates the remaining power of the case.
- When the headset is in the case or docked to the case, the LED indicator indicates the remaining power of the headset.

## Troubleshooting

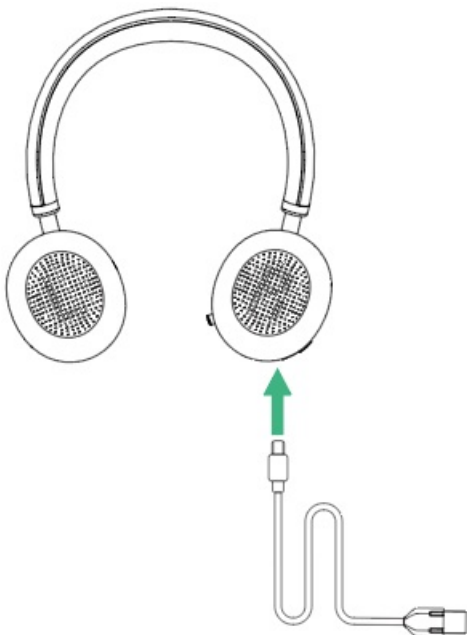
If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

## BH72/BH76

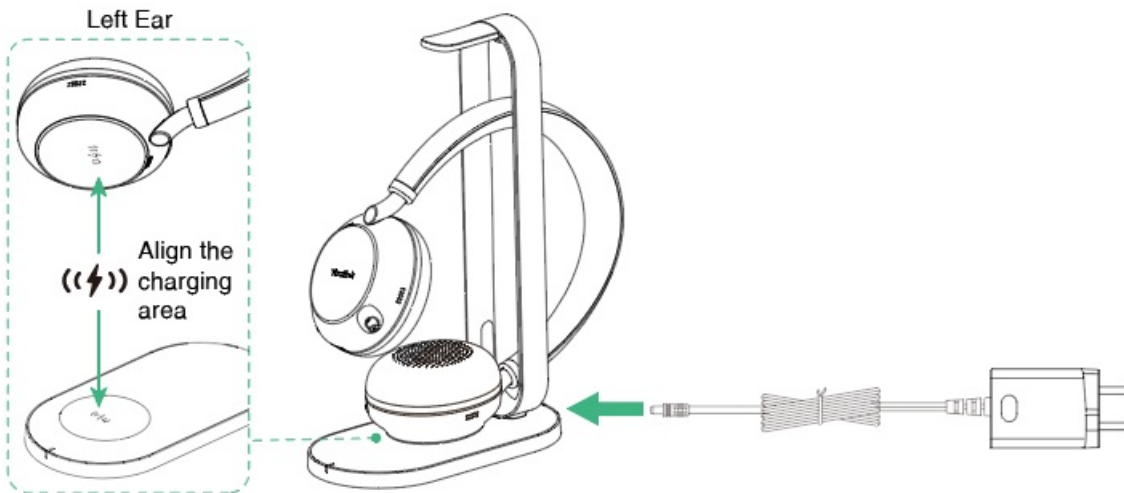
The headset can be charged using the optional charging stand, or via a USB charging cable plugged directly into the headset.

### Charge Headset

- **USB Charging**



• **Wireless Charging (optional)**



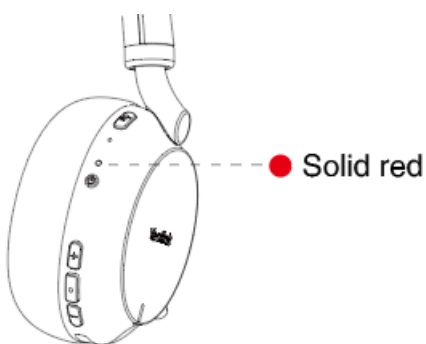
**NOTE**

- We recommend you fully charge the headset when using it for the first time.
- The BHC76 is compatible with devices supporting Qi wireless charging, such as mobile phones and headsets.
- It takes two hours for USB charging and three hours for wireless charging to be fully charged.
- When the headset is powered on but not being worn and used, it will automatically enter sleep mode after 5 minutes to conserve battery. To exit sleep mode, simply press Power button.

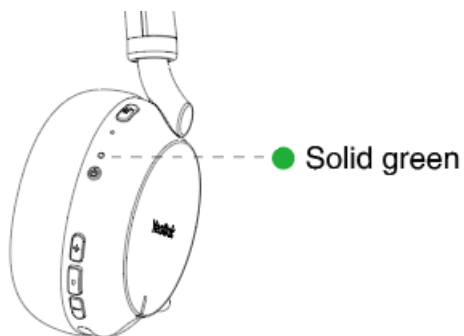
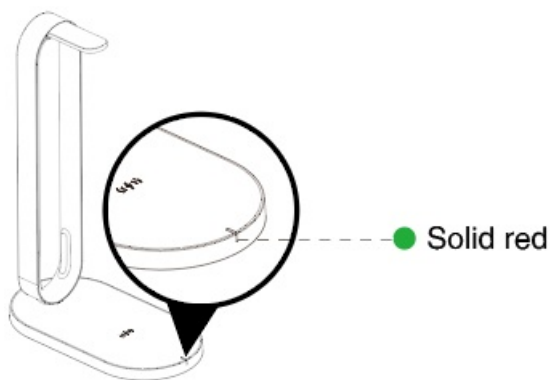
**LED Indicator**

**Headset**

• **Charging**



- **Fully Charged**

**Wireless Charging Cradle (Optional)****FAQ**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

**How long are the battery life and standby time of the BH72/BH76 headset?**

**What is the power of the wireless charging cradle?**

**How long are the talking time and standby time of the BH72 headset?**

**How long are the talking time and standby time of the BH76 headset?**

**Under what circumstances will the BH7X headset enter the sleep mode?**

**Can I use the BH7X headset while it is charging?**

**Does the headset have a wireless charging cradle?**

## BH76 Plus

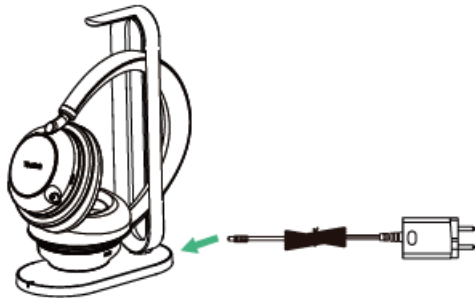
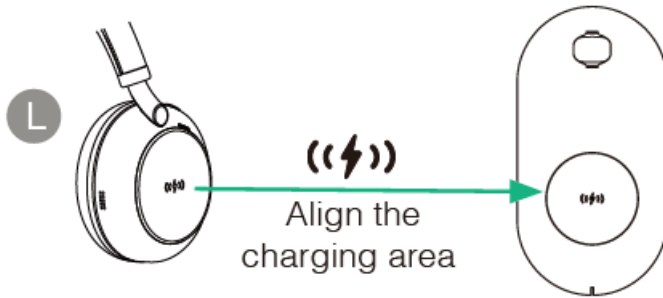
The headset can be charged using the optional charging stand, or via a USB charging cable plugged directly into the headset.

### Charge Headset

- **USB Charging**



• **Wireless Charging (optional)**



Wireless Charging (optional)

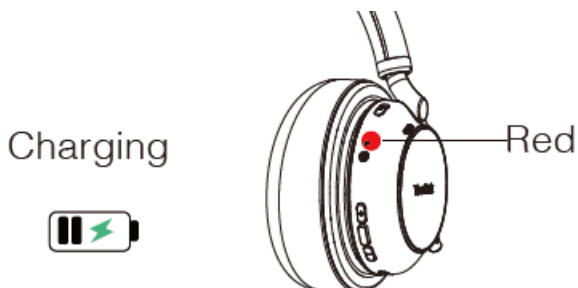
**NOTE**

- We recommend you fully charge the headset when using it for the first time.
- The BHC76 is compatible with devices supporting Qi wireless charging, such as mobile phones and headsets.
- It takes two hours for USB charging and three hours for wireless charging to be fully charged.
- When the headset is powered on, but not being worn and used, it will automatically enter sleep mode after 5 minutes to conserve battery. To exit sleep mode, simply press Power button.

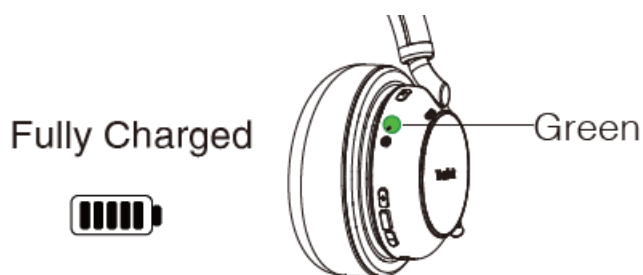
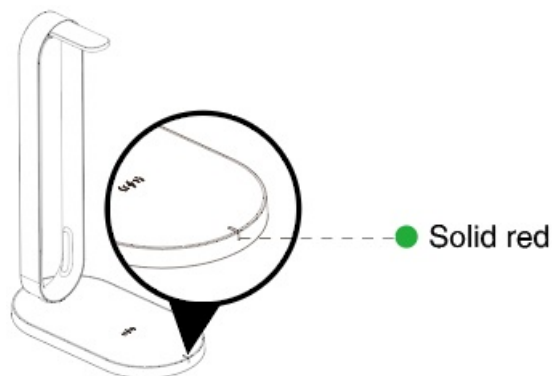
**LED Indicator**

**Headset**

• **Charging**



- **Fully Charged**

**Wireless Charging Cradle (Optional)****FAQ**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

**How long are the battery life and standby time of the BH76 Plus headset?**

**What is the power of the wireless charging cradle?**

**How long are the talking time and standby time of the BH76 Plus headset?**

**Under what circumstances will the BH7X headset enter the sleep mode?**

**Can I use the BH7X headset while it is charging?**

**Does the headset have a wireless charging cradle?**

**Pair & Connect**



- **For BH71/BH71 Pro:**

- Supports connecting the BH71/BH71 Pro to a PC/mobile phone via Bluetooth.

**TIP**

For more information, please refer to [BH71/BH71 Pro](#).

- **For BH71 Workstation/BH71 Workstation Pro:**

- Supports connecting the BH71 Workstation/BH71 Workstation Pro to a PC/desk phone via the USB cable.
- Supports connecting the BH71 Workstation/BH71 Workstation Pro to a PC/desk phone/mobile phone via Bluetooth.

**TIP**

For more information, please refer to [BH71 Workstation/BH71 Workstation Pro](#).

- **For BH72/BH76/BH76 Plus:**

- Supports connecting the BH72/BH76/BH76 Plus to a PC/desk phone via the USB cable.
- Supports connecting the BH72/BH76/BH76 Plus to a PC/desk phone/mobile phone via Bluetooth.

**TIP**

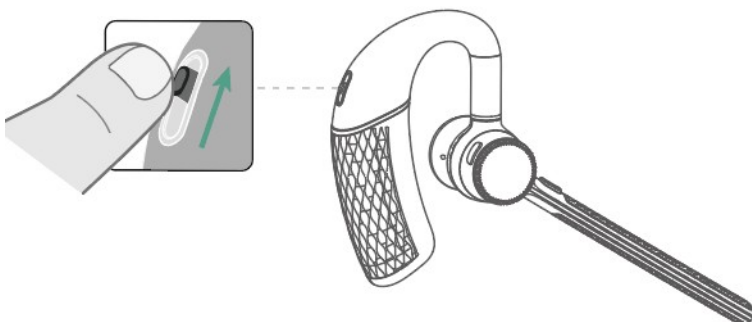
For more information, please refer to [BH72/BH76/BH76 Plus](#).

## BH71/BH71 Pro

### Enter BH71 into Pairing Mode

#### Enter Headset into Pairing Mode

Slide and hold the power switch away from the off position for 3 seconds until you hear “pairing mode”, and the headset’s LED indicator flashes red and blue.



## Troubleshooting

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

# Connect BH71 Headset to Mobile via Bluetooth

## Connect to Mobile via Bluetooth

**Before you begin:** Make sure the headset is in Bluetooth pairing mode.

1. Activate Bluetooth on your mobile phone and set it to search for new devices.
2. Select Yealink BH71 on your mobile phone.



### NOTE

- The Yealink BH71 is the default device name. You can edit the device name via the Yealink USB Connect application.
- The headset can connect to up to two devices simultaneously.

## FAQ

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

**Can the BH7X headset series work with an iPhone and Android phone simultaneously?**

**How to clear the previous connection device information?**

**Can the headset reconnect to the device if it returns to the Bluetooth range?**

**Why is no sound played out when the headset is connected to the computer?**

**How many Bluetooth connections can the BH7X headset support?**

## Connect BH71 Headset to PC via Bluetooth

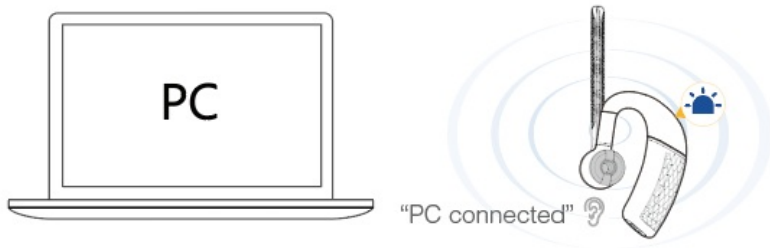
You can connect the headset to the PC via the following methods:

- Pair Headset with PC Directly
- Pair Headset with PC via BT51 (BH71 Pro)

### Pair with PC Directly

1. Make sure the headset is in Bluetooth pairing mode.
2. Activate Bluetooth on your PC.
3. Select Yealink BH71 on your PC.

After the connection is successful, the headset's LED indicator turns solid blue for 2s.



#### **NOTE**

- The headset can connect to up to two devices simultaneously.
- For more information on the compatible PC, refer to the specific compatible guide.

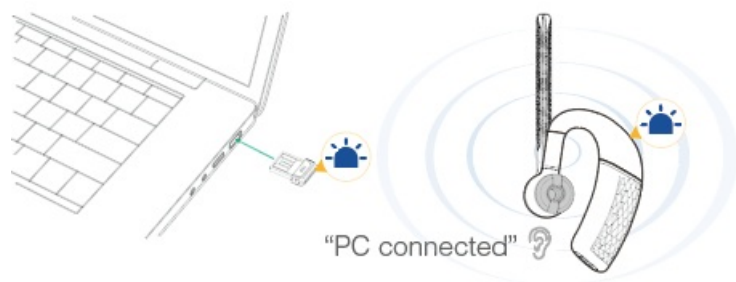
### Pair with PC via BT51

#### **NOTE**

It is only applicable to BH71 Pro.

The BT51 dongle has been pre-paired with the headset and ready for use, and you just only need to power on the headset.

1. Connect the BT51 dongle to your PC.
2. The headset and PC pair automatically.  
After the connection is successful, the BT51 dongle's LED indicator turns solid blue and the headset's LED indicator turns solid blue for 2s.

**NOTE**

- The BT51 dongle can only connect to one headset at a time.
- The headset can connect to up to two devices simultaneously.
- For more information on the compatible PC, refer to the specific compatible guide.

**FAQ**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

**Can the BH7X headset series work with two devices simultaneously?**

**How to clear the previous connection device information?**

**Can the headset reconnect to the device if it returns to the Bluetooth range?**

**Why no sound is played out when the headset is connected to the computer?**

**Why doesn't the BH7X headset be recognized by the BT51 Yealink USB Connect software?**

**How many Bluetooth connections can the BH7X headset support?**


## Manually Pair BH71 with BT51 (Optional)

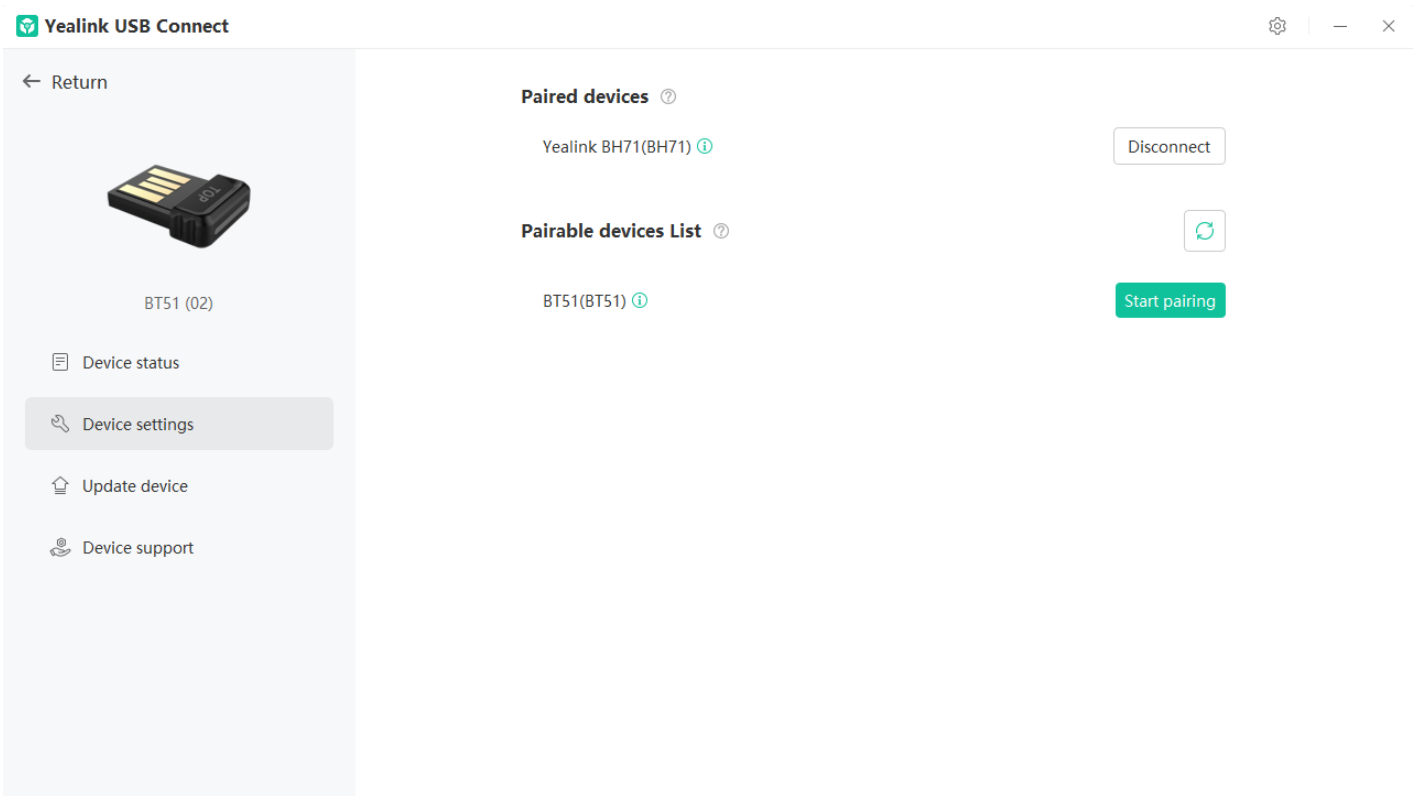
### Manually Pair Headset with BT51

The BT51 dongle of the BH71 Pro has been pre-paired with the headset and is ready for use. If you want to pair the BT51 dongle with another headset, or a separately purchased the BT51 dongle pairs with the headset, it needs to be paired through Yealink USB Connect.

**Before you begin:** Make sure that the headset is in Bluetooth pairing mode.

1. Select BT51 dongle device CARD.
2. Click **Device Settings**.

- In the **Pairable devices List** field, click  to search the pairable device.
- Find the desired device and click **Start pairing**.



**NOTE**

- One BT51 dongle can only save one headset pairing information.
- If you want to pair the BT51 dongle with a new headset, you need to unpair the old headset first.
- If you want to pair the headset with a new BT51 dongle, you need to make the headset enter the pairing mode. Then search for the headset on the new BT51 dongle through the Yealink USB Connect and connect it.

**BT51 LED Indicator**

LED Indicator	Description
Fast flashing red and blue	Pairing mode
Solid blue	Device connected
Slow flashing blue	Reconnect a device
Solid red	Mute active
Fast flashing purple	A coming call
Solid purple	Microsoft Teams connected/on a call
Slow flashing purple	Microsoft Teams notification
Off	No device connect

**Headset Indicator**

LED Indicator	Description
Flash red and green alternately	Connecting
Solid green	Connected

**FAQ**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

**Can the BH7X headset series work with two devices simultaneously?**

**How to clear the previous connection device information?**

**Can the headset reconnect to the device if it returns to the Bluetooth range?**

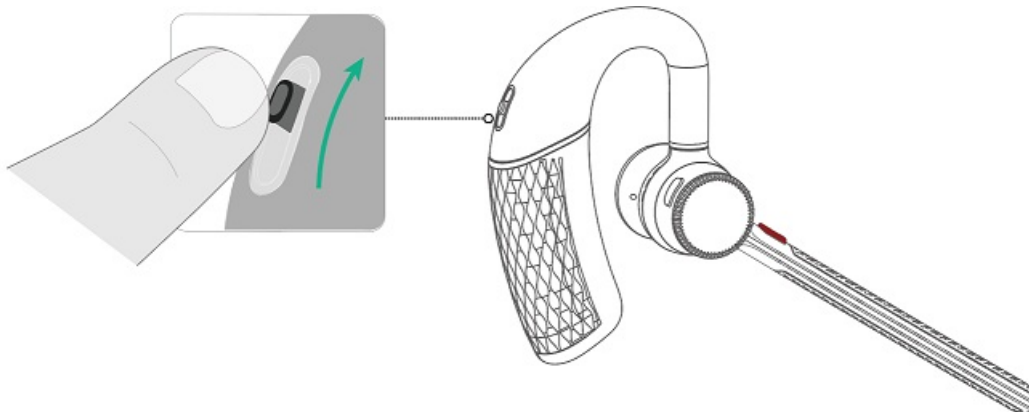
**Why no sound is played out when the headset is connected to the computer?**

**Does the BH7X headset have a Bluetooth dongle?**

**How many Bluetooth connections can the BH7X headset support?**

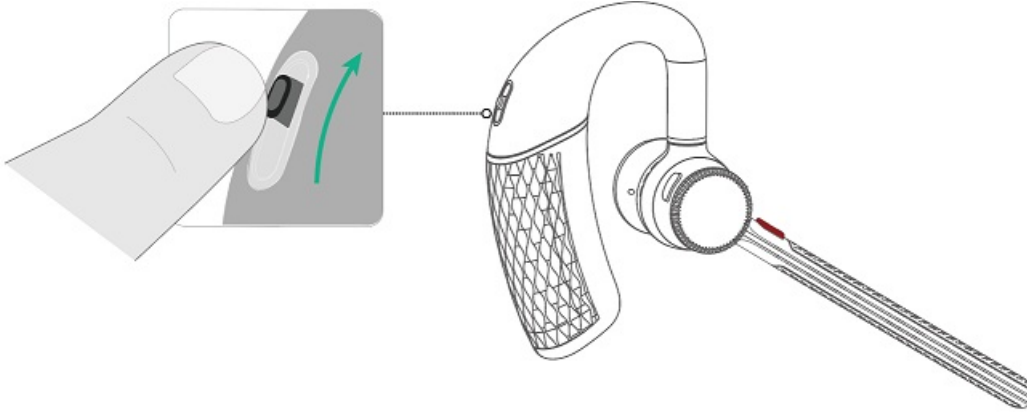
## Reconnect BH71 Headset to Mobile/PC

Slide the switch to the “Bluetooth” position, and the headset will prompt the remaining battery level and reconnect to the recently connected device.



## Cancel BH71 Headset Pairing

You can also push the button once to cancel the pairing.



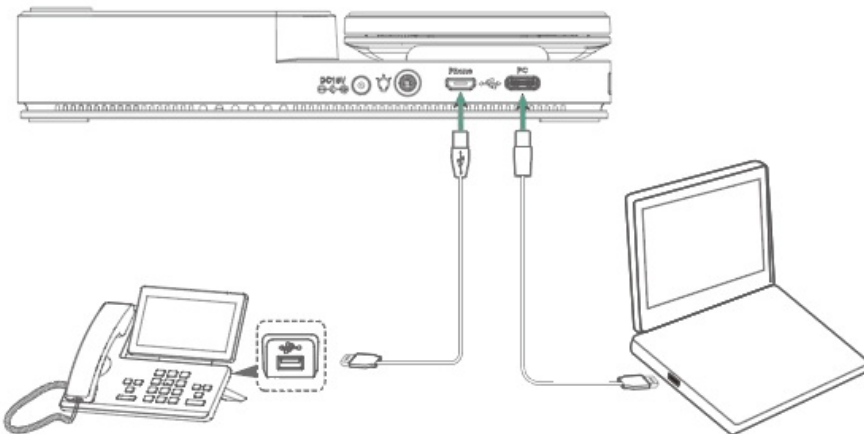
## BH71 Workstation/BH71 Workstation Pro

### Connect to Station

## Connect to BH71 Workstation via USB cable

### Connect to Devices via USB cable

You can connect the station to the deskphone and PC via a USB cable.



#### **NOTE**


For more information on compatible PC and desk phones, refer to the [Specific Compatible Guide](#).

## Troubleshooting

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

## Enable Station Bluetooth

You need to enable this feature when you want to pair your PC or mobile phone with the station via Bluetooth.

1. Tap  in the idle screen.
2. The Bluetooth function will be enabled automatically.

## Troubleshooting

### TIP

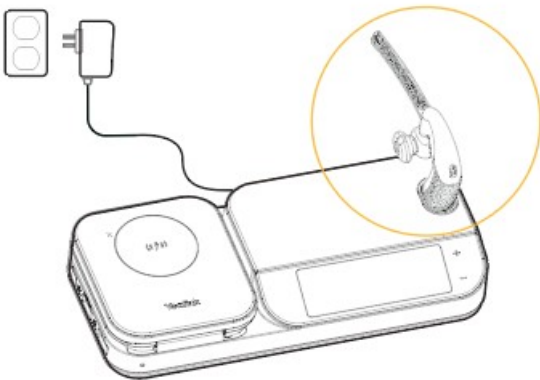
If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

## Connect to BH71 Workstation Headset via Bluetooth

### Connect to Headset via Bluetooth

The headset is pre-paired with the station and ready for use.

Power on the headset and dock it to the station. The headset will automatically connect to the station.



## FAQ

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the



problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

**Can the BH7X headset series work with two devices simultaneously?**

**How to clear the previous connection device information?**

**Can the headset reconnect to the device if it returns to the Bluetooth range?**

**Why no sound is played out when the headset is connected to the computer?**

fdd7f091)

## Pair BH71 Workstation with Mobile

**Before You Begin:** Make sure the headset has connected to the station.

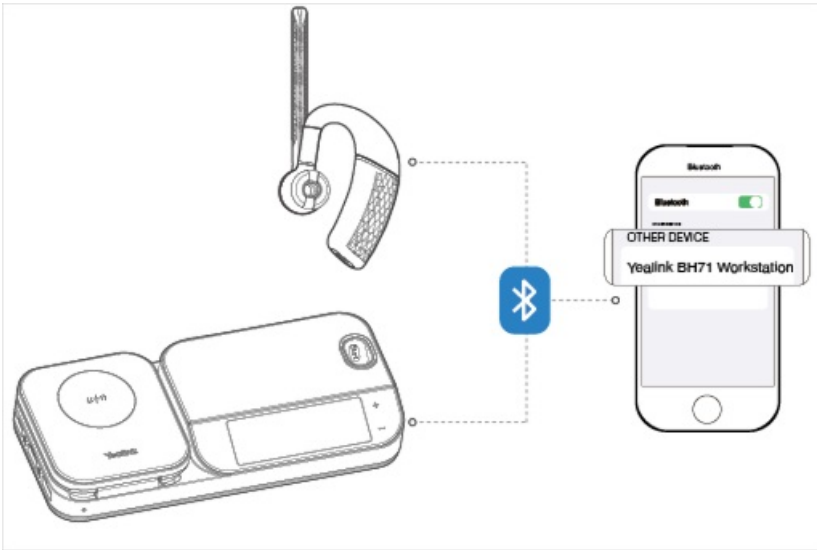
1. Activate **Bluetooth** on your mobile phone and set it to search for new devices.
2. Select Yealink BH71 Workstation on your mobile phone.
3. The pairing code will pop up on the mobile phone and station interface.
4. Tap Pair on the mobile phone and station interface (both the mobile phone and the station needed to perform).

### TIP

The Yealink BH71 Workstation is the default device name. You can edit the device name via the Yealink USB Connect.

## Pair BH71 Workstation with Headset/Mobile Simultaneously

**Before You Begin:** Make sure the station and headset are in Bluetooth pairing mode.





### NOTE

- After connecting your mobile phone to the headset and the station, you can switch your phone's audio to headset or hands-free for playback.
- The headset or station can connect to two devices simultaneously.

## Disconnect & Remove Your Bluetooth Device

### Yealink USB Connect (PC)

**Before you begin:** You can disconnect your Bluetooth device from your station and still keep it paired. When you disconnect a Bluetooth device, it remains paired so that you can reconnect it to your station. You can also remove your Bluetooth device so that it is no longer paired or connected to the station.

1. Tap  in the idle screen.
2. Select the corresponding headset.
3. Tap **Disconnect**. You can also tap  to **Remove** or **Disconnect**.

### Yealink Connect Application (Mobile)

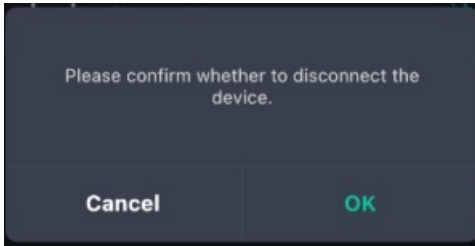
#### Disconnect Bluetooth Device

You can choose to disconnect connected devices via the [Yealink Connect application](#).

#### Procedure

1. Go to **Connection Management**.
2. Select a connected device.

### 3. Select **OK**.




### 4. (Optional) You can also select a connected device and tap , and then tap Disconnect.

## Remove Bluetooth Device

You can choose to remove connected devices from the headset.

### Procedure

1. Go to **Connection Management**.
2. You can also select a connected device and tap .
3. Select Delete the device.

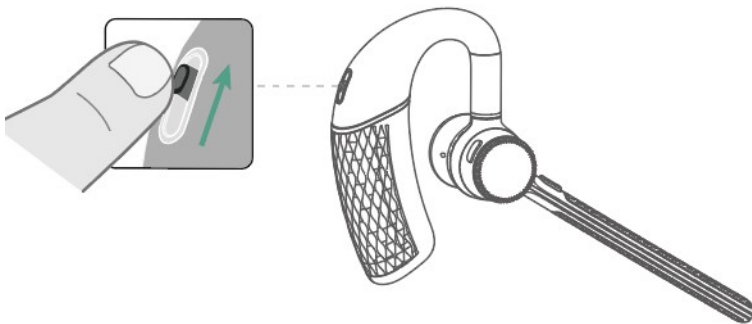
## Troubleshooting

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

# Connect to Headset

## Enable BH71 Workstation Headset Bluetooth

Slide and hold the power switch away from the off position for 3 seconds until you hear “pairing mode” , and the headset’ s LED indicator flashes red and blue.



## Troubleshooting

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the

problem.

## Connect BH71 Workstation Headset to Mobile via Bluetooth

### Connect to Mobile via Bluetooth

**Before you begin:** Make sure the headset is in Bluetooth pairing mode.

1. Activate Bluetooth on your mobile phone and set it to search for new devices.
2. Select **Yealink BH71** on your mobile phone.



#### NOTE

- The Yealink BH71 is the default device name. You can edit the device name via the Yealink USB Connect application.
- The headset can connect to up to two devices simultaneously.

### FAQ

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

**Can the BH7X headset series work with an iPhone and Android phone simultaneously?**

**How to clear the previous connection device information?**

**Can the headset reconnect to the device if it returns to the Bluetooth range?**

**How many Bluetooth connections can the BH7X headset support?**

**What Bluetooth devices can be connected to BH7X headset?**

## Connect BH71 Workstation Headset to PC via Bluetooth

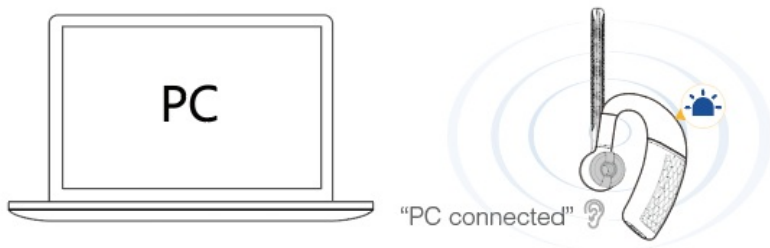
You can connect the headset to the PC via the following methods:

- Pair Headset with PC Directly
- Pair Headset with PC via BT51 (BH71 Pro)

### Pair with PC Directly

1. Make sure the headset is in Bluetooth pairing mode.
2. Activate Bluetooth on your PC.
3. Select Yealink BH71 on your PC.

After the connection is successful, the headset's LED indicator turns solid blue for 2s.



#### **NOTE**

- The headset can connect to up to two devices simultaneously.
- Refer to the specific compatible guide for more information on the compatible PC.

### Pair with PC via BT51

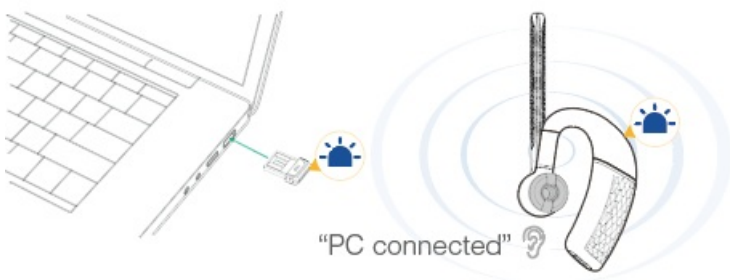
#### **NOTE**

It is only applicable to BH71 Pro.

The BT51 dongle has been pre-paired with the headset and ready for use, and you just only need to power on the headset.

1. Connect the BT51 dongle to your PC.
2. The headset and PC pair automatically.

After the connection is successful, the BT51 dongle's LED indicator turns solid blue and the headset's LED indicator turns solid blue for 2s.



**NOTE**

- The BT51 dongle can only connect to one headset at a time.
- The headset can connect to up to two devices simultaneously.
- For more information on the compatible PC, refer to the specific compatible guide.

**FAQ**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

[Can the BH7X headset series work with two devices simultaneously?](#)

[How to clear the previous connection device information?](#)

[Can the headset reconnect to the device if it returns to the Bluetooth range?](#)

[Why doesn't the BH7X headset be recognized by the BT51 Yealink USB Connect software?](#)

[How many Bluetooth connections can the BH7X headset support?](#)


[What Bluetooth devices can be connected to BH7X headset?](#)

## Manually Pair BH71 Workstation Headset with BT51

### Manually Pair Headset with BT51 (Optional)


The BT51 dongle of the BH71 Pro has been pre-paired with the headset and is ready for use. If you want to pair the BT51 dongle with another headset, or a separately purchased BT51 dongle pairs with the headset, it needs to be paired through Yealink USB Connect.

**Before you begin:** Make sure that the headset is in Bluetooth pairing mode.

1. Select BT51 dongle device CARD.
2. Click **Device Settings**.
3. In the **Pairable devices List** field, click  to search the pairable device.
4. Find the desired device and click **Start pairing**.

Yealink USB Connect
⚙️ | — | ×

← Return



BT51

- 📄 Device status
- 🔧 Device settings
- 🏠 Update device
- 🛎️ Device support

**Pairable devices List** ⓘ

Yealink BH71 Workstation(BH71 Workstation) ⓘ
Start pairing

↻

**NOTE**

- One BT51 dongle can only save one headset pairing information.
- If you want to pair the BT51 dongle with a new headset, you need to unpair the old headset first.
- If you want to pair the headset with a new BT51 dongle, you need to make the headset enter the pairing mode. Then search for the headset on the new BT51 dongle through the Yealink USB Connect and connect it.

**BT51 LED Indicator**

LED Indicator	Description
Fast flashing red and blue	Pairing mode
Solid blue	Device connected
Slow flashing blue	Reconnect a device
Solid red	Mute active
Fast flashing purple	A coming call
Solid purple	Microsoft Teams connected/on a call
Slow flashing purple	Microsoft Teams notification
Off	No device connect

**Headset Indicator**

LED Indicator	Description
Flash red and green alternately	Connecting
Solid green	Connected

## FAQ

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

**Can the BH7X headset series work with two devices simultaneously?**

**How to clear the previous connection device information?**

**Can the headset reconnect to the device if it returns to the Bluetooth range?**

**Why doesn't the BH7X headset be recognized by the BT51 Yealink USB Connect software?**

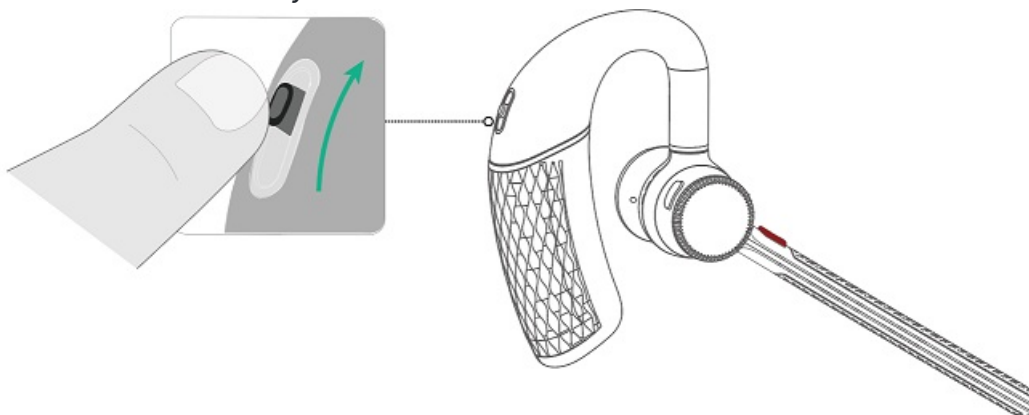
**Does the BH7X headset have a Bluetooth dongle?**

**How many Bluetooth connections can the BH7X headset support?**

**What Bluetooth devices can be connected to BH7X headset?**

## Reconnect BH71 Workstation Headset to Mobile/PC

Slide the switch to the “Bluetooth” position, and the headset will prompt the remaining battery level and reconnect to the recently connected device.





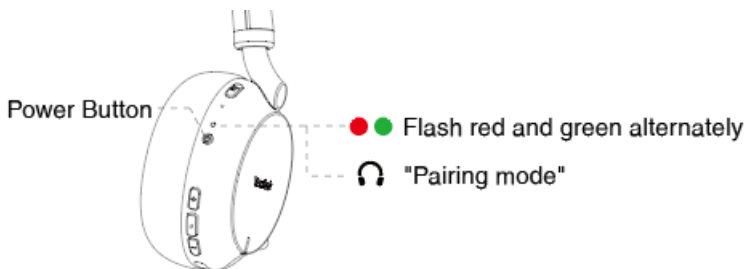
## BH72/BH76/BH76 Plus

### Enter BH72/BH76 Headset into Pairing Mode

#### Enter Pairing Mode

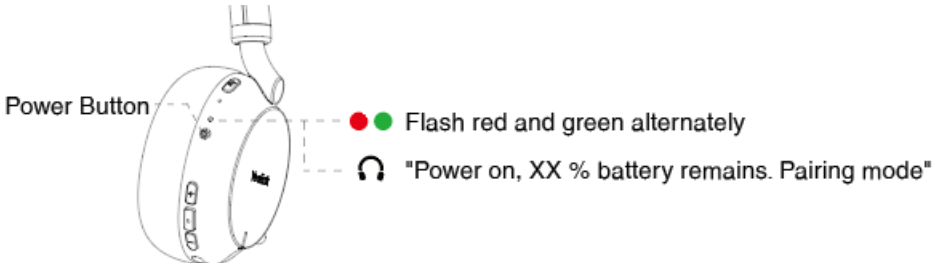
- In power on status

Press and hold the **Power** button for **3 seconds**.



- In power off status

Press and hold the **Power** button for **5 seconds**.



#### Cancel Pairing Mode

- Press and hold the **Power** button for **2 seconds**.
- If the headset is not connected to any devices after entering pairing mode for five minutes, it will automatically enter sleep mode, and the headset will automatically exit pairing mode.

#### Troubleshooting

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

### Connect BH72/BH76 to PC

You can connect your headset to a PC via Bluetooth or a USB cable. Then you can use your headset to perform call controls for the softphone.

### Connect to PC via Cable



### Connect to PC via Bluetooth

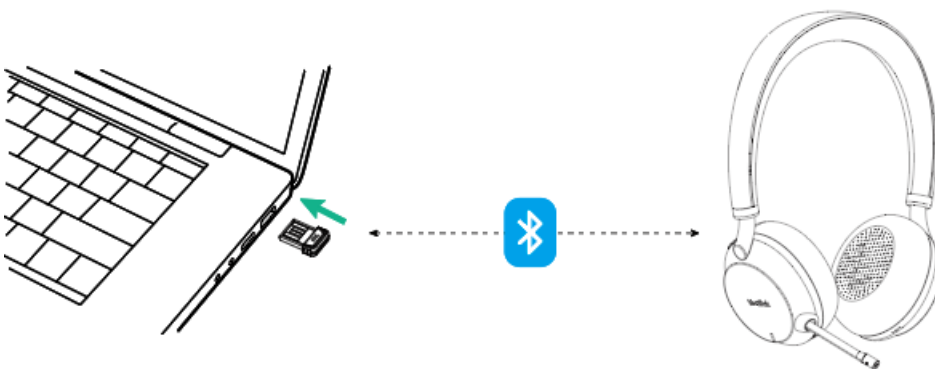
You can connect the base to the PC via a Bluetooth dongle BT51. The base and the BT51 are pre-paired and ready to use out of the box.

#### **NOTE**

If you connect the base to the PC via built-in Bluetooth, the base can only support voice pickup and audio playback.

#### Procedure

1. Connect the BT51 to a USB port on your PC.
2. After a successful connection, the BT51 LED indicator turns solid green.



To manually pair the base with the BT51, please refer to [Manually Pair Headset with BT51 \(Optional\)](#).

**BT51 LED Indicator**

LED Indicator	Description
Fast flashing red and blue	Pairing mode
Solid blue	Device connected
Slow flashing blue	Reconnect a device
Solid red	Mute active
Fast flashing purple	A coming call
Solid purple	Microsoft Teams connected/on a call
Slow flashing purple	Microsoft Teams notification
Off	No device connect

**Headset Indicator**

LED Indicator	Description
Flash red and green alternately	Connecting
Solid green	Connected

**FAQ**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

**Can the BH7X headset series work with two devices simultaneously?**

**How to clear the previous connection device information?**

**Can the headset reconnect to the device if it returns to the Bluetooth range?**

**Why no sound is played out when the headset is connected to the computer?**

**Why doesn't the BH7X headset be recognized by the BT51 Yealink USB Connect software?**

**How many Bluetooth connections can the BH7X headset support?**

**What Bluetooth devices can be connected to BH7X headset?**

**What is the Bluetooth version supported by BH7X headset?**

Can the BH7X series of headsets be used with smartphone and touch panel?

What is the connection distance of BH7X Bluetooth headset?

## Connect BH72/BHH76 to Desk Phone

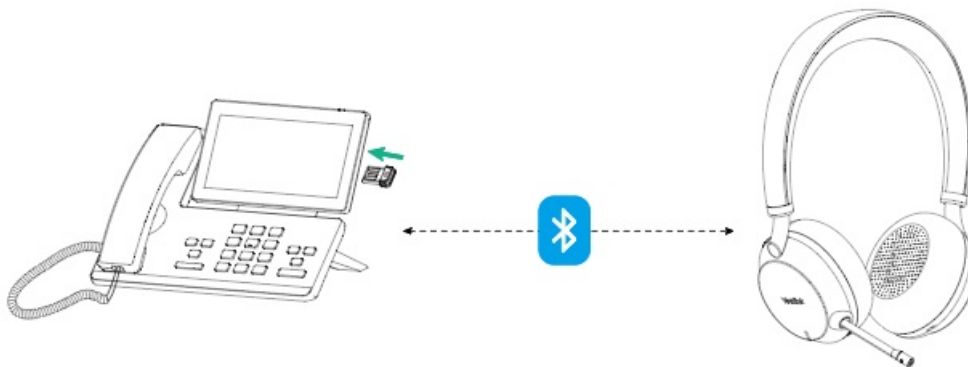
You can connect your headset to a desk phone via Bluetooth or a USB cable. Then, you can use your headset to perform call controls for the desk phone.

### Connect to Desk Phone via Cable



### Connect to Desk Phone via Bluetooth

If your desk phone does not support Bluetooth or you do not want to use the built-in Bluetooth, you can connect the base via the Bluetooth Dongle BT51.



1. Make sure the Bluetooth of the headset is enabled.
2. Connect the BT51 to the desk phone.
3. On your desk phone, turn on Bluetooth and select **BH72**.

**NOTE**

To [manually Pair Headset with BT51 \(Optional\)](#), please use Yealink USB connect. For more information on compatible desk phones, refer to [Compatibility List](#).

**BT51 LED Indicator**

LED Indicator	Description
Fast flashing red and blue	Pairing mode
Solid blue	Device connected
Slow flashing blue	Reconnect a device
Solid red	Mute active
Fast flashing purple	A coming call
Solid purple	Microsoft Teams connected/on a call
Slow flashing purple	Microsoft Teams notification
Off	No device connect

**Headset Indicator**

LED Indicator	Description
Flash red and green alternately	Connecting
Solid green	Connected

**FAQ**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

[Can the BH7X headset series work with two devices simultaneously?](#)

[How to clear the previous connection device information?](#)

[Can the headset reconnect to the device if it returns to the Bluetooth range?](#)

[Why no sound is played out when the headset is connected to the computer?](#)

[Why doesn't the BH7X headset be recognized by the BT51 Yealink USB Connect software?](#)

[How many Bluetooth connections can the BH7X headset support?](#)

What Bluetooth devices can be connected to BH7X headset?

What is the Bluetooth version supported by BH7X headset?

Can the BH7X series of headsets be used with a smartphone and touch panel?

What is the connection distance of BH7X Bluetooth headset?

## Connect BH72/BH76 to Mobile

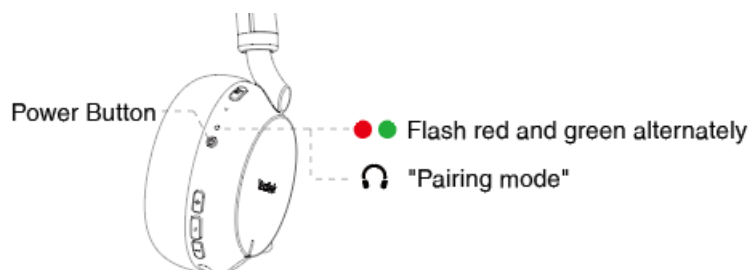
### Connect to New Mobile Phone

1. Enter the headset into the pairing mode.

Do one of the following:

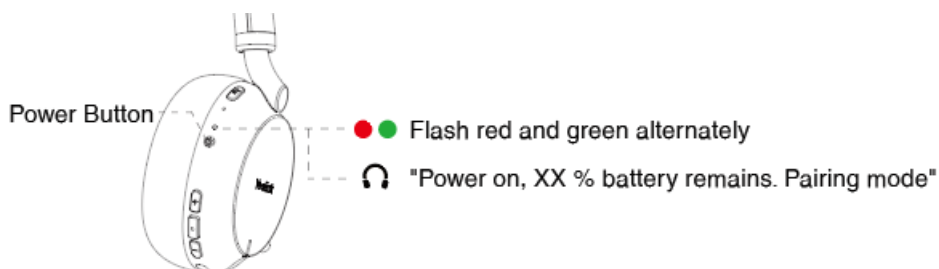
- **In power on status:**

Press and hold the **Power** button for **3 seconds**.



- **In power off status:**

Press and hold the **Power** button for **5 seconds**.



- On your mobile phone, enable **Bluetooth** and select **Yealink BH72** or **Yealink BH76**.



**NOTE**

- The Yealink BH72 or BH76 is the default device name. You can edit the device name via the Yealink USB Connect.
- For more information on the compatible mobile phone, refer to the specific [BH72 & BH76 Compatibility](\02. Compatibility List\01. BH72 & BH76.md).

**Headset Indicator**

LED Indicator	Description
Flash red and green	Connecting
Solid green	Connected

**Connect to Paired Mobile Phone**

- Power on the BH72 or BH76 headset.
- Unlock the screen of the mobile phone if it is locked.
- If the headset has automatically connected to the last connected device, you will hear a notification sound announcing that the connection is established.

Check the connection status on your phone. If it is not connected, proceed to step 4.

- Go to **Settings > Bluetooth** on your mobile phone.

5. Tap the paired mobile phone on your mobile phone.



You will hear a notification sound announcing that the connection is established.

## FAQ

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

**Can the BH7X headset series work with two devices simultaneously?**

**How to clear the previous connection device information?**

**Can the headset reconnect to the device if it returns to the Bluetooth range?**

**Why no sound is played out when the headset is connected to the computer?**

**How many Bluetooth connections can the BH7X headset support?**

**What Bluetooth devices can be connected to BH7X headset?**

**What is the Bluetooth version supported by BH7X headset?**

**Can the BH7X series of headsets be used with smartphone and touch panel?**


**What is the connection distance of BH7X Bluetooth headset?**


## Manually Pair BH72/BH76 with BT51

**Manually Pair Headset with BT51 (Optional)**




**Before You Begin:** Make sure that the base is in Bluetooth pairing mode or is connected to the same PC with BT51.





1. Select BT51 device CARD.
2. Select **Device Settings**.
3. In **Pairable devices List** field, click  to search for the pairable device.
4. Find the desired device and click **Start pairing**.

 Yealink USB Connect 

← Return




BT51

-  Device status
-  Device settings
-  Update device
-  Device support

**Paired devices** ?

Yealink BH72	<span style="background-color: #00a651; color: white; padding: 2px 10px; border-radius: 4px;">Start connec...</span> <span style="border: 1px solid #ccc; padding: 2px 10px; margin-left: 10px;">Unpair</span>
--------------	--

**Pairable devices List** ?



Yealink BH72	<span style="background-color: #00a651; color: white; padding: 2px 10px; border-radius: 4px;">Start pairing</span>
--------------	--

**NOTE**

The headset only saves the pairing information of one BT51. After pairing a new BT51, the headset will automatically delete the old BT51 pairing information. For more information on how to pair and delete pairing information on BT51, refer to the [Yealink USB Device Manager Client User Guide](#) .

**BT51 LED Indicator**

LED Indicator	Description
Fast flashing red and blue	Pairing mode
Solid blue	Device connected
Slow flashing blue	Reconnect a device
Solid red	Mute active
Fast flashing purple	A coming call
Solid purple	Microsoft Teams connected/on a call

Slow flashing purple	Microsoft Teams notification
Off	No device connect

### Headset Indicator

LED Indicator	Description
Flash red and green alternately	Connecting
Solid green	Connected

### FAQ

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

**Can the BH7X headset series work with two devices simultaneously?**

**How to clear the previous connection device information?**

**Can the headset reconnect to the device if it returns to the Bluetooth range?**

**Why no sound is played out when the headset is connected to the computer?**

**Why doesn't the BH7X headset be recognized by the BT51 Yealink USB Connect software?**

**Does the BH7X headset have a Bluetooth dongle?**

**How many Bluetooth connections can the BH7X headset support?**

**What Bluetooth devices can be connected to BH7X headset?**

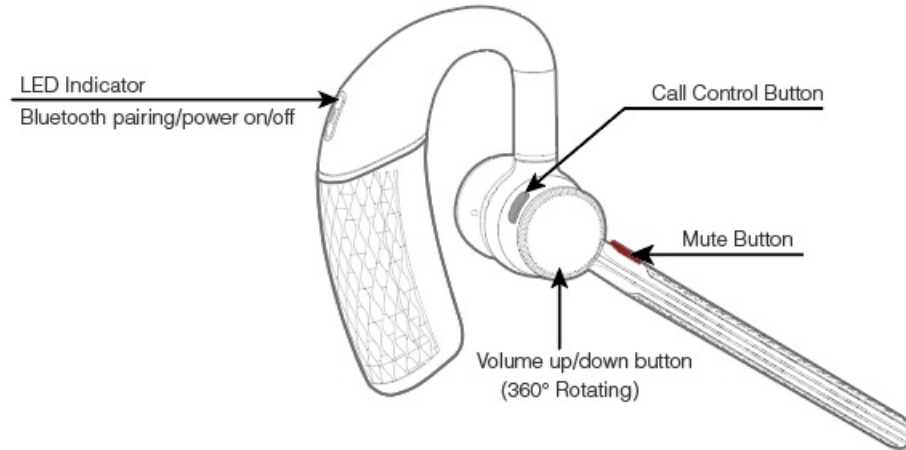
## Call Control

### BH71/BH71 Pro

# Call Control

You can do the following to control BH71 calls.

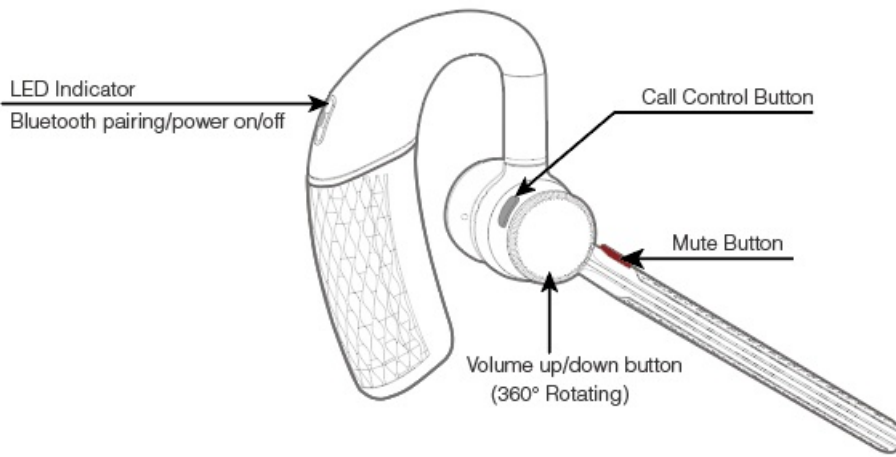
## Basic Call



Function	Action
Answer call	Press the <b>Call Control</b> button.
End call	Press the <b>Call Control</b> button.
Reject call	Double-press the <b>Call Control</b> button.
Redial call	Double-press the <b>Call Control</b> button. <div style="background-color: #e6e6fa; padding: 10px; margin-top: 10px;"> <p><b>NOTE</b> It is not applicable to the Teams software temporarily because of the Microsoft Team issue.</p> </div>
Mute call	Press the <b>Mute</b> button.
Hold call	Press and hold the <b>Call Control</b> button for 2 seconds. <div style="background-color: #e6e6fa; padding: 10px; margin-top: 10px;"> <p><b>NOTE</b> It is only applicable to the UC platform.</p> </div>

## Multiple Calls

**NOTE**  
It is not applicable for Teams software temporarily because of the Microsoft Team issue.



Function	Action
Reject the incoming call and continue the active call	Double-press the <b>Call Control</b> button.
Accept the incoming call and put the active call on hold	Press and hold the <b>Call Control</b> button for 2 seconds.
Accept the incoming call and end the active call	Press the <b>Call Control</b> button.

### FAQ

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

**Why is the voice low or unclear when I talk by the headset?**

**Why can't the other person hear the sound while answering the phone?**

**How to keep the first call when answering the first call and then answer/reject the second call?**

**How long are the talking time and standby time of the BH71 headset?**

## Adjust Volume

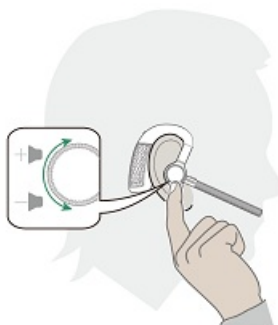
### Adjust Volume

You can do the following to adjust BH71 headset volume.

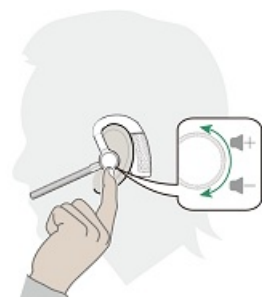
**NOTE**

The volume button of the headset can be rotated 360 degrees. Wear it on the ear and rotate it forward to volume up, and rotate backward to volume down.

- **Right Ear**



- **Left Ear**



## FAQ

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

**Why is the voice low or unclear when I talk with the headset?**

**Why can't the other person hear the sound while answering the phone?**

**How to keep the first call when answering the first call and then answer/reject the second call?**

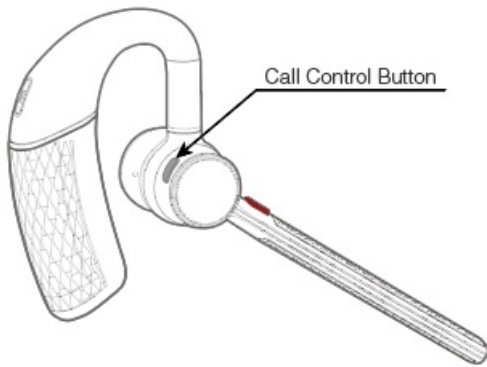
## Voice Assistant

### Voice Assistant

In the idle status, activate the connected device's voice assistant (Siri/Cortana/Google Assistant).

**NOTE**

Cortana requires Microsoft support.



Press and hold the **Call Control** button for 2 seconds.

## Troubleshooting

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

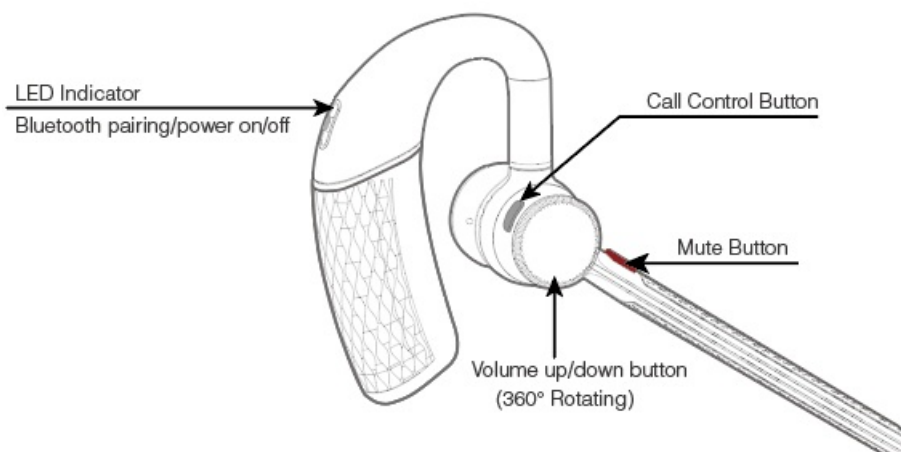
# BH71 Workstation/BH71 Workstation Pro

## Basic Usage on Headset

### Call Control

You can do the following to control BH71 calls.

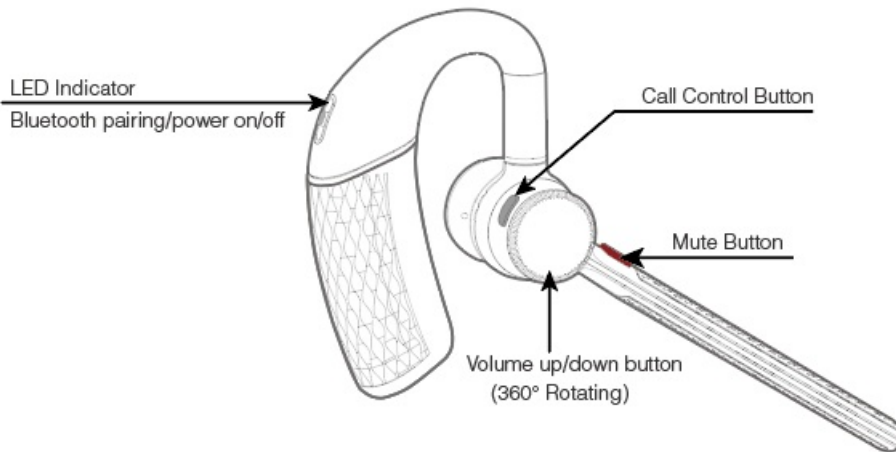
#### Basic Call



Function	Action
Answer call	Press the <b>Call Control</b> button.
End call	Press the <b>Call Control</b> button.
Reject call	Double-press the <b>Call Control</b> button.
Redial call	Double-press the <b>Call Control</b> button.  <div style="background-color: #e6e6fa; padding: 10px; border: 1px solid #ccc;"> <p><b>NOTE</b> It is not applicable for Teams software temporarily because of the Microsoft Team issue. Enable/disable the Bluetooth.</p> </div>
Mute call	Press the <b>Mute</b> button.
Hold call	Press and hold the <b>Call Control</b> button for 2 seconds.

### Multiple Calls

**NOTE**  
It is not applicable for Teams software temporarily because of the Microsoft Team issue.



Function	Action
Reject the incoming call and continue the active call	Double-press the <b>Call Control</b> button.
Accept the incoming call and put the active call on hold	Press and hold the <b>Call Control</b> button for 2 seconds.
Accept the incoming call and end the active call	Press the <b>Call Control</b> button.

### FAQ

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the

problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

**Why is the voice low or unclear when I talk with the headset?**

**Why can't the other person hear the sound while answering the phone?**

**How to keep the first call when answering the first call and then answer/reject the second call?**

**How long are the talking time and standby time of the BH71 headset?**

## Adjust Volume

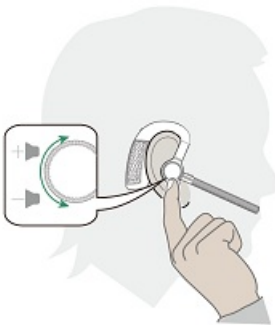
### Adjust Volume

You can do the following to adjust BH71 headset volume.

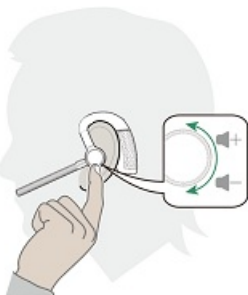
#### **NOTE**

The volume button of the headset can be rotated 360 degrees. Wear it on the ear and rotate it forward to volume up, and rotate backward to volume down.

- **Right Ear**



- **Left Ear**



### FAQ



If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

**Why is the voice low or unclear when I talk with the headset?**

**Why can't the other person hear the sound while answering the phone?**

**How to keep the first call when answering the first call and then answer/reject the second call?**

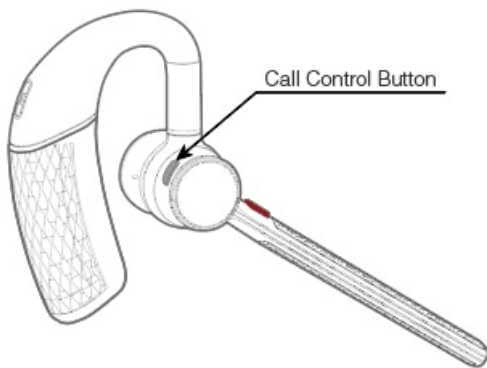
## Voice Assistant

### Voice Assistant

In the idle status, activate the connected device's voice assistant (Siri/Cortana/Google Assistant).

#### **NOTE**

Cortana requires Microsoft support.











Press and hold the **Call Control** button for 2 seconds.

### Troubleshooting

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

## Basic Usage on Station

Function	Action
Answer a coming call	Tap  .

Reject a coming call	Tap  .
Mute a coming call	Tap  .
Mute/unmute when in a call	Tap  .
Switch to headset for calling	Tap  .
Switch to station for calling	Tap  .
Hold/unhold when in a call	Tap  Tap  .

**NOTE**

-When the station is connected to the headset and mobile phone via Bluetooth, the station and the headset cannot control the call at the same time.

-When the station is connected to the headset and mobile phone via Bluetooth, the mobile phone call can use the station hands-free mode. If you want to switch to the headset to call, you need to switch on the phone.

**FAQ**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

**Why is the voice low or unclear when I talk by the headset?**

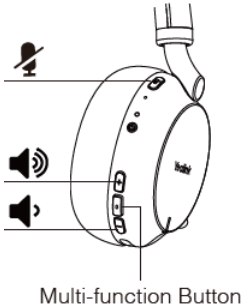
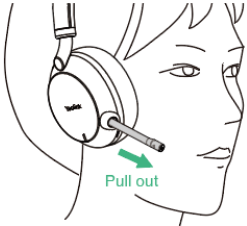
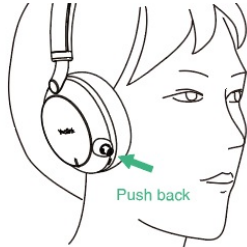
**Why can't the other person hear the sound while answering the phone?**

**How to keep the first call when answering the first call and then answer/reject the second call?**

**BH72/BH76/BH76 Plus****Call Control**

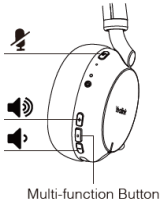
You can do the following to control BH72/BH76 calls.

**Basic Call**

BH72/BH76 Headset	Function	Action
 <p>Multi-function Button</p>	Answer call	Press the <b>Multi-function</b> button or pull out the microphone boom arm. 
	End call	Press the <b>Multi-function</b> button.
	Reject call	Double-press the <b>Multi-function</b> button.
	Redial call	Double-press the <b>Multi-function</b> button.
	Mute call	<ul style="list-style-type: none"> <li>· Press the <b>Mute</b> button.</li> <li>· Push back the microphone boom arm.</li> </ul> 

**NOTE**  
 When the microphone boom arm is pushed back, it is always muted. You can unmute the microphone by pressing the Mute button.

**Multiple Calls**

BH72/BH76 Headset	Function	Action
 <p>Multi-function Button</p>	End the current call and answer the coming call	Press <b>Multi-function</b> button.
	Reject the incoming call, while on a current call	Double-press <b>Multi-function</b> button.
	Hold the current call and answer the coming call	<ul style="list-style-type: none"> <li>· For UC version: Press and hold the <b>Multi-function</b> button for 1.5 seconds.</li> <li>· For Teams version: Press the <b>Multi-function</b> button or hold the <b>Multi-function</b> button for 1.5 seconds.</li> </ul>

**FAQ**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

[Why is the voice low or unclear when I talk with the headset?](#)

[Why can't the other person hear the sound while answering the phone?](#)

[How to keep the first call and then answer/reject the second call?](#)

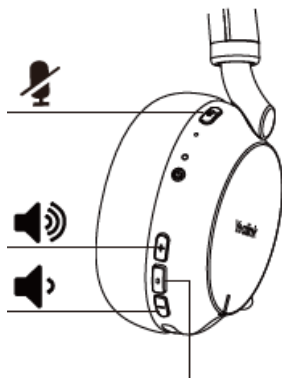
[How long are the talking time and standby time of the BH72 headset?](#)

[How long are the talking time and standby time of the BH76 headset?](#)

## Adjust Volume

### Adjust Volume

You can do the following to adjust BH72/BH76 volume.



Multi-function Button

- Press + button to adjust volume up.
- Press — button to adjust volume down.

### FAQ

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

[Why is the voice low or unclear when I talk by the headset?](#)

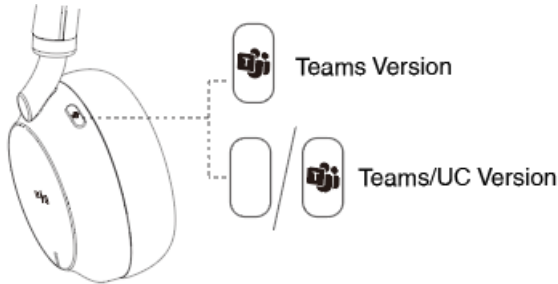
[Why can't the other person hear the sound while answering the phone?](#)

[How to keep the first call when answering the first call and then answer/reject the second call?](#)

# Voice Assistant

## Voice Assistant

You can do the following to activate BH72/BH76 Voice Assistant.



- Open Teams Notification (Teams Version): Press the **Multi-function** button.
- Activate Voice Assistant (Teams/UC Version): Press and hold the **Multi-function** button for 2 seconds.



Siri, Google assistant..., depending on mobile phone.

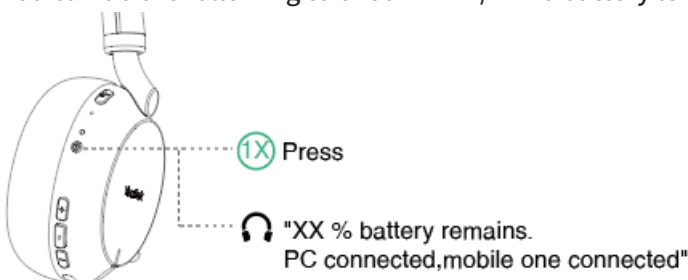
## Troubleshooting

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

# Check Device Battery & Connecting Status

## Check Device Battery & Connecting Status

You can do the following to check BH72/BH76 battery level/connecting status.



1. Make sure the headset is powered on.

2. In the idle state, press the **Power** button.

## Troubleshooting

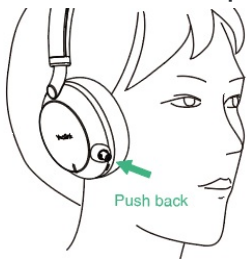
If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

# Mute Headset

## Mute Headset

Do one of the following:

- Press the Mute button.
- Push back the microphone boom arm.



- Remove the headset.

### **NOTE**

This feature is only supported when you are listening to music with BH76.



## FAQ

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

Why is the voice low or unclear when I talk by the headset?

Why can't the other person hear the sound while answering the phone?

How to keep the first call when answering the first call and then answer/reject the second call?

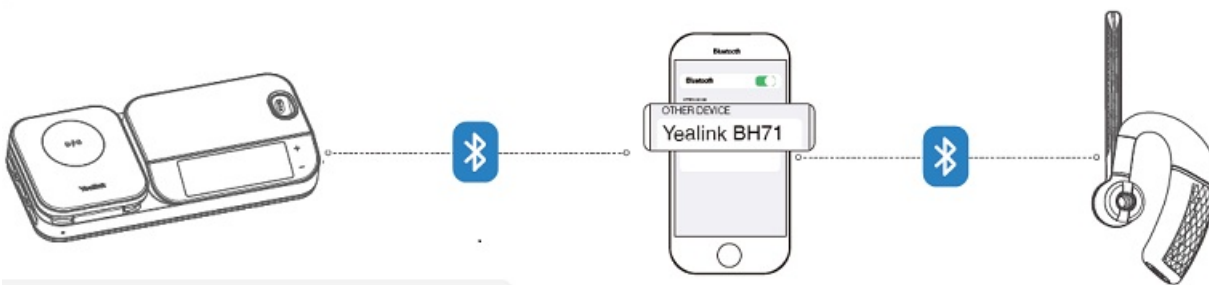
## Media Control

### BH71

## Listen to Music via BH71

### Before you begin

1. Active **Bluetooth** on your mobile phone and set it to search for new devices.
2. Tap **Bluetooth** on the screen to enable Bluetooth.
3. Pair your mobile phone with the headset and station.
4. The pairing code will pop up on the mobile phone and station interface.
5. Tap Pair on the mobile phone and station interface (both the mobile phone and the station needed to be performed)

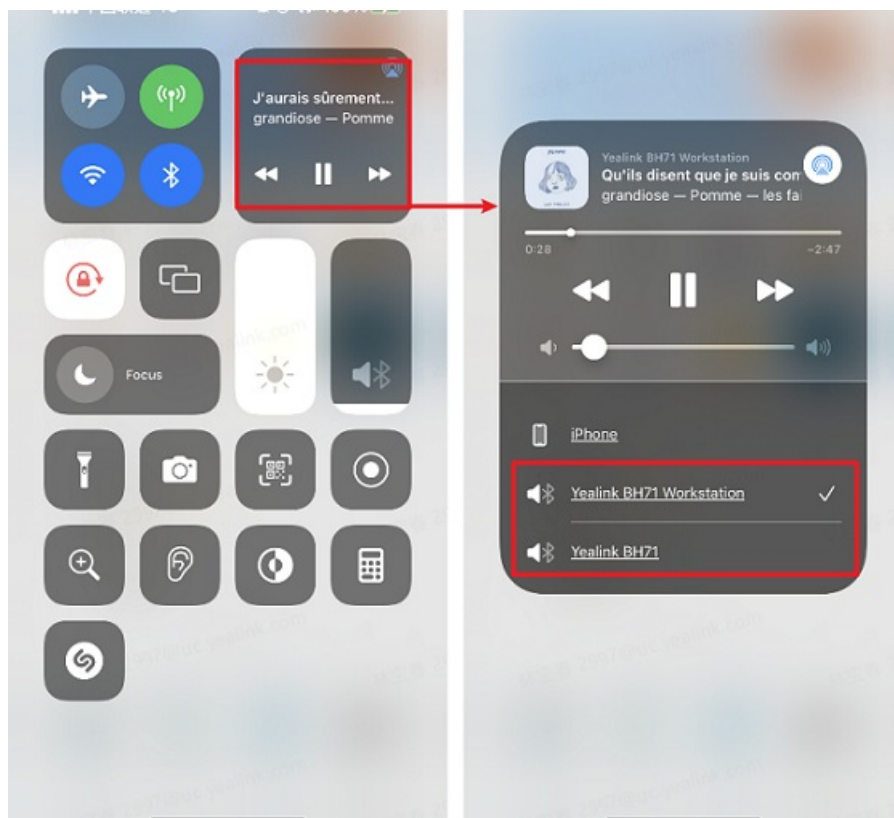


#### **NOTE**

The headset or station can connect to up to two devices simultaneously.

### Switch Headset and Hands-free

After connecting your mobile phone to the headset and the station, you can switch your phone's audio to a headset or hands-free for playback.



## FAQ

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

[How to use the BH71 earpiece to play the audio on the mobile phone?](#)

[Can I transfer media music to the headset?](#)

[How to adjust the volume and the order of the songs while playing music?](#)

## Listen to Music via BH72/BH76/BH76 Plus

### Fit BH72/BH76 Headset

1. Connect the BH72/BH76 headset to a Bluetooth device.



2. Wear the headset on your head.

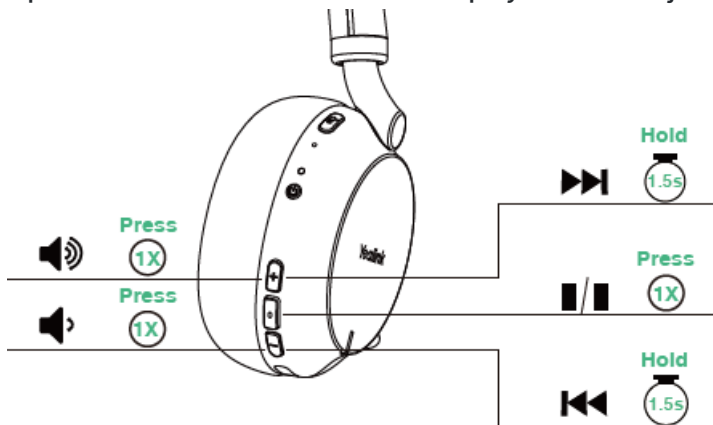
Extend the slider to adjust the length of the headband.

Put the headset on your head with the **L** (left) mark on your left ear and the **R** (right) mark on your right ear.



### Control BH72/BH76 Music

Operate the Bluetooth device to start playback and adjust the volume to a moderate level.



**NOTE**  
 You can go to the [Yealink Connect App](#) on your phone or [Yealink USB Connect](#) software on your PC to adjust the music effect of the BH72/BH76 headset.

**You can also do the following:**

- Pause music: remove the headset



- Play music: wear the headset



For Yealink Connect or Yealink USB Connect:

- Go to **Moments** to select **Office**, **Relax** and **My Moment**.
- You can also tap **Music Presets** to adjust the music effects.

## FAQ

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

**How to use the BH71 earpiece to play the audio on the mobile phone?**

**Can I transfer media music to the headset?**

**How to adjust the volume and the order of the songs while playing music?**

**How does the BH7X headset personalize the music equalizer?**

## Sound Control of BH76/BH76 Plus

### Noise Canceling

## What is noise canceling?

The noise canceling function generates antiphase sound against outside surrounding noises (such as noises in vehicles or noises from air conditioners indoors) to reduce the surrounding noises by canceling them out.

### **NOTE**

Because the noise canceling performance is automatically optimized by the ANC function according to changes in the wearing condition and usage environment, you may notice fluctuations in the noise canceling effect.

Depending on the type of noise or if it is used in a very quiet environment, you may not feel the effect of noise canceling, or you may feel that some noise is increased.

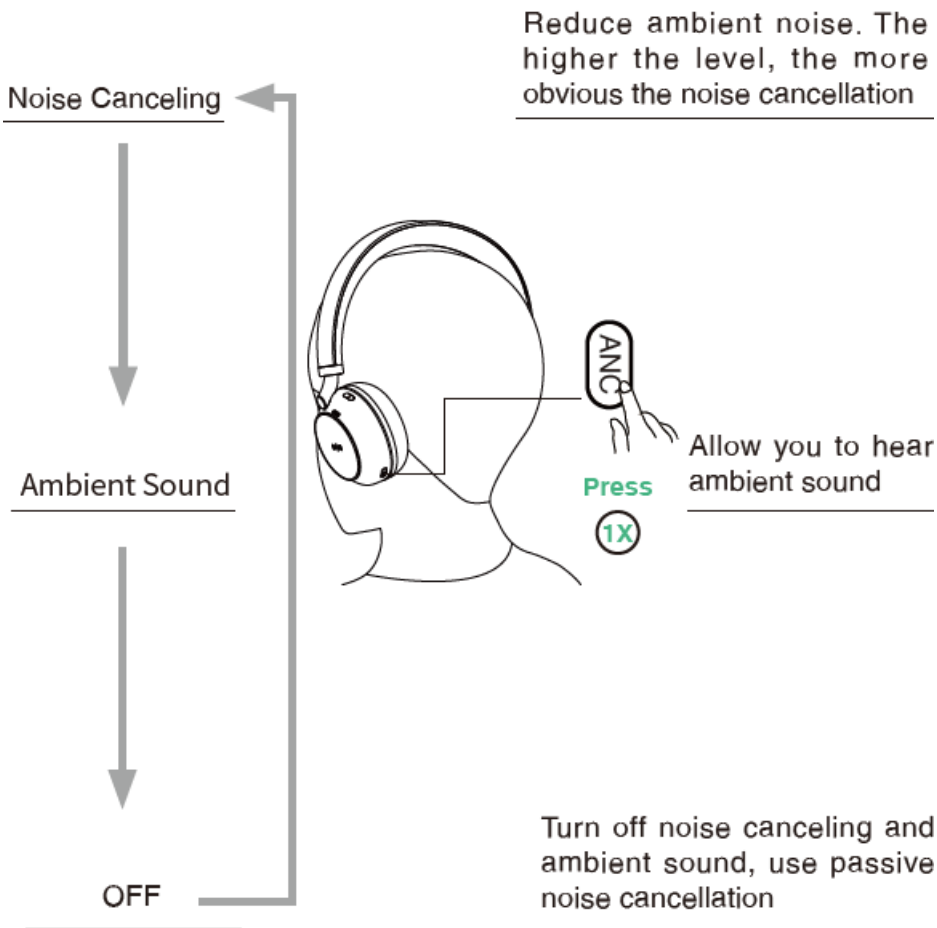
When you are wearing the headset, depending on how you wear the headset, the effect of noise canceling may be decreased or a beeping sound (feedback) may be heard. In this case, take off the headset and put it on again.

The noise canceling function works primarily on noise in the low frequency band such as vehicles and air conditioning. While noise is reduced, it is not completely canceled. When you use the headset in a car or a bus, noise may occur depending on street conditions.

Mobile phones may cause interference and noise. Should this occur, move the headset further away from the mobile phone.

Do not cover the microphones on the left and right units of the headset with your hand, etc. If they are covered, the effect of the noise canceling or the Ambient Sound Mode may not perform properly, or a beeping sound (feedback) may occur. If any of this is the case, remove your hands, etc. from the left and right microphones.

## Use Noise Canceling



**NOTE**

- You can set the level of noise cancellation on Yealink USB Connect (desktop client) or Yealink Connect (mobile app).
- If you are in Noise Canceling mode, you might not hear the ambient sound. It depends on ambient conditions and the type or volume of audio playback Do not use the headset in places where the inability to hear ambient sounds would be dangerous.

**Troubleshooting**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

**Update**

**BH71/BH71 Pro**

# Update Firmware

## What Is Firmware

Firmware is product software that controls how a device operates. To ensure your device performs optimally, we recommend updating the firmware to **the latest version**. Please go to the product support page to download the available firmware.

## Check Firmware Version

**Before you begin:** We recommend you upgrade Yealink USB Connect to the latest version.

Download the [Yealink USB Connect](#).

### Procedure

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

The screenshot shows the Yealink USB Connect application window. On the left is a sidebar with a 'Return' button and a list of options: 'Device status' (selected), 'Device settings', 'Update device', and 'Device support'. The main area displays the device status for model BH71. A navigation menu on the left includes 'Return', an image of the BH71 headset, and the model name 'BH71'. The main content area is divided into several panels: 'Equipment model' (BH71 with a remark icon), 'Firmware version' (14.410.254.72, highlighted with a red box), 'Connection method' (Bluetooth), 'Bluetooth status' (Connected), 'Headset power' (100%), 'Serial number (SN)' (8EA0000599 with a copy icon), and 'Hardware version' (14.0.14.0.0.1.1 with a copy icon). At the bottom right, there is a link for 'Official Website'.

For more information on Yealink USB Connect, refer to the [Yealink USB Device Manager Client User Guide](#).

## Update via Yealink USB Connect (PC)

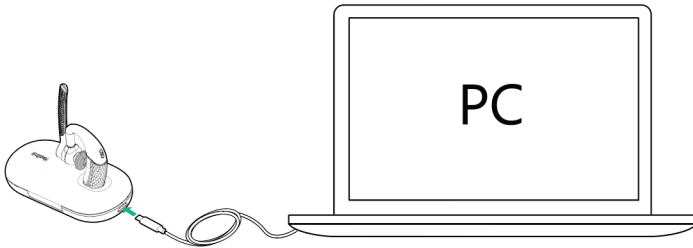
**Before you begin:** We recommend you upgrade Yealink USB Connect to the latest version.

Download the [Yealink USB Connect](#).

Download the latest [Bluetooth Wireless Headset Firmware](#).

## Procedure

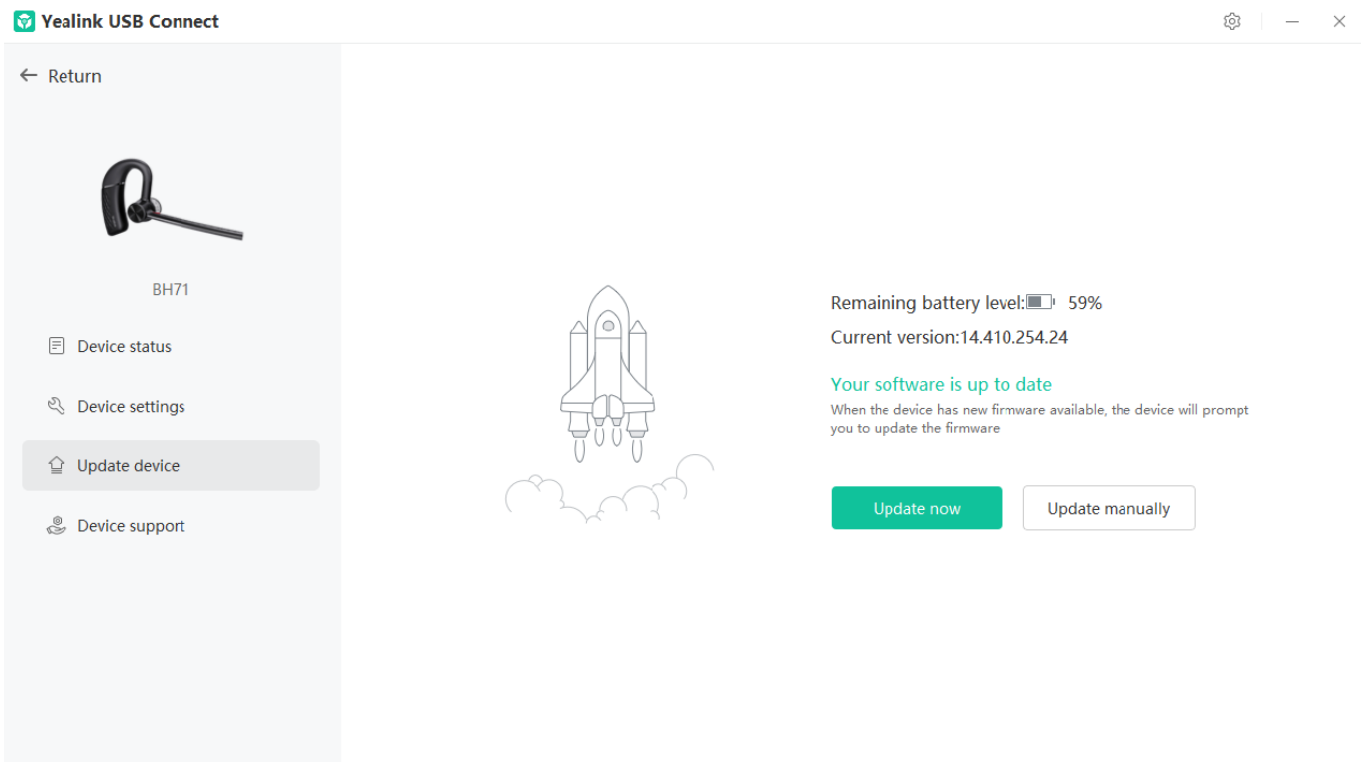
1. Do one of the following:
  - Connect the headset to the PC via a BT51 dongle (only for BH71 Pro).
  - Connect the charging case and headset to the PC via a USB cable (only for BH71 Pro).



### NOTE

You need to power on the headset and stand it on the charging case when you connect the charging case and headset to the PC via a USB cable.

2. Click **Update device** to select **Update now** or **Update manually**.




## Update via Yealink Connect Applicable (Mobile)

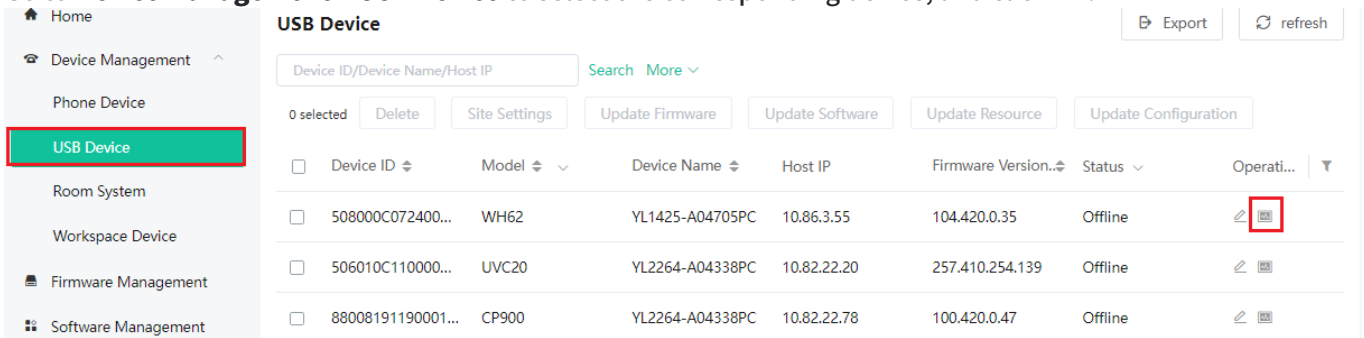
You can update the headset via the Yealink Connect application.

1. In the [Yealink Connect application](#).
2. Go to **Headset Settings > Firmware Update**.

## Update via YMCS/YDMP

**Procedure**




1. Enter the web user interface of the Yealink Management Cloud Service (YMCS)/Yealink Device management platform(YDMP).
2. Go to **Device Management > USB Device** to select the corresponding device, and click .



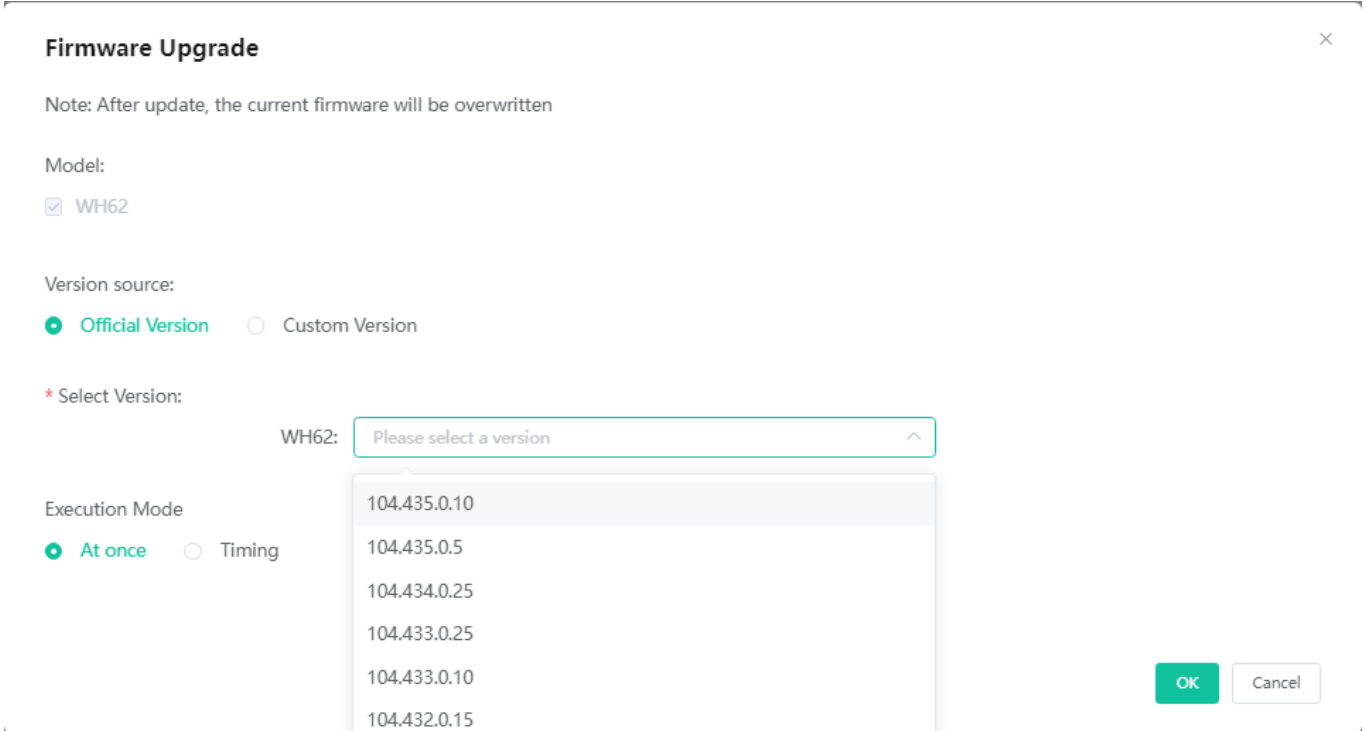
**USB Device**

Device ID/Device Name/Host IP  Search [More](#) Export refresh

0 selected Delete Site Settings Update Firmware Update Software Update Resource Update Configuration

<input type="checkbox"/>	Device ID	Model	Device Name	Host IP	Firmware Version..	Status	Operati...
<input type="checkbox"/>	508000C072400...	WH62	YL1425-A04705PC	10.86.3.55	104.420.0.35	Offline	
<input type="checkbox"/>	506010C110000...	UVC20	YL2264-A04338PC	10.82.22.20	257.410.254.139	Offline	
<input type="checkbox"/>	88008191190001...	CP900	YL2264-A04338PC	10.82.22.78	100.420.0.47	Offline	

3. Click **Update Firmware** to select version and execution mode.



**Firmware Upgrade** ×

Note: After update, the current firmware will be overwritten

Model:  
 WH62

Version source:  
 Official Version  Custom Version

\* Select Version:  
WH62:

Execution Mode  
 At once  Timing

104.435.0.10  
104.435.0.5  
104.434.0.25  
104.433.0.25  
104.433.0.10  
104.432.0.15

OK Cancel

4. Click **OK**.

**Troubleshooting**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

**Failed to update the device firmware**

**OTA Update Headset**

**What Is OTA**

Over-The-Air (OTA) is to update the BH71 headset online. You can update it by BT51.

## OTA Update Headset

### Before you begin

We recommend you upgrade Yealink USB Connect to the latest version.

Download the [Yealink USB Connect](#).

Download the latest [Bluetooth Wireless Headset Firmware](#).

### Procedure

1. Connect the BT51 to the PC.
2. Go to **Yealink USB Connect** to pair the headset with the BT51.
3. After pairing, go to **Update device** > **Update Now** or **Update manually** to update the BT51.
4. After updating the BT51, the headset will automatically update the version that comes with the BT51 when idle.

The updating time for the headset is about 1 hour.

## Troubleshooting

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

### Failed to update the device firmware

# Update Multiple Headsets

## Introduction

You can use the Yealink USB Connect to upgrade the same model of headsets in bulk. Bulk updates require at least two headsets of the same model to be connected, and up to six can be connected.

## Bulk Update Headset

### **i** NOTE

Only the same type of connection method can be upgraded in batches.  
For example, pair two headsets with a PC via two BT51 dongle.



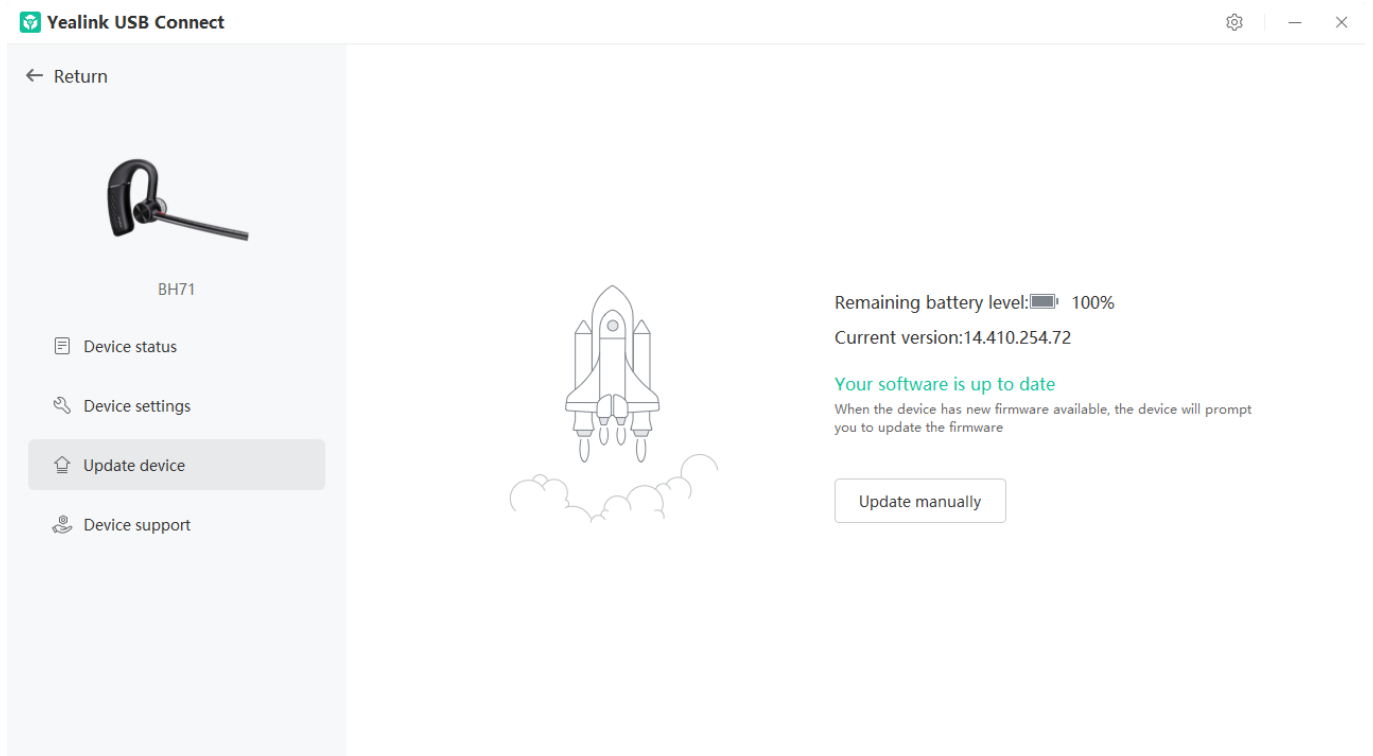
1. Connect more than two headsets to the PC.

Download the latest [Bluetooth Wireless Headset Firmware](#).

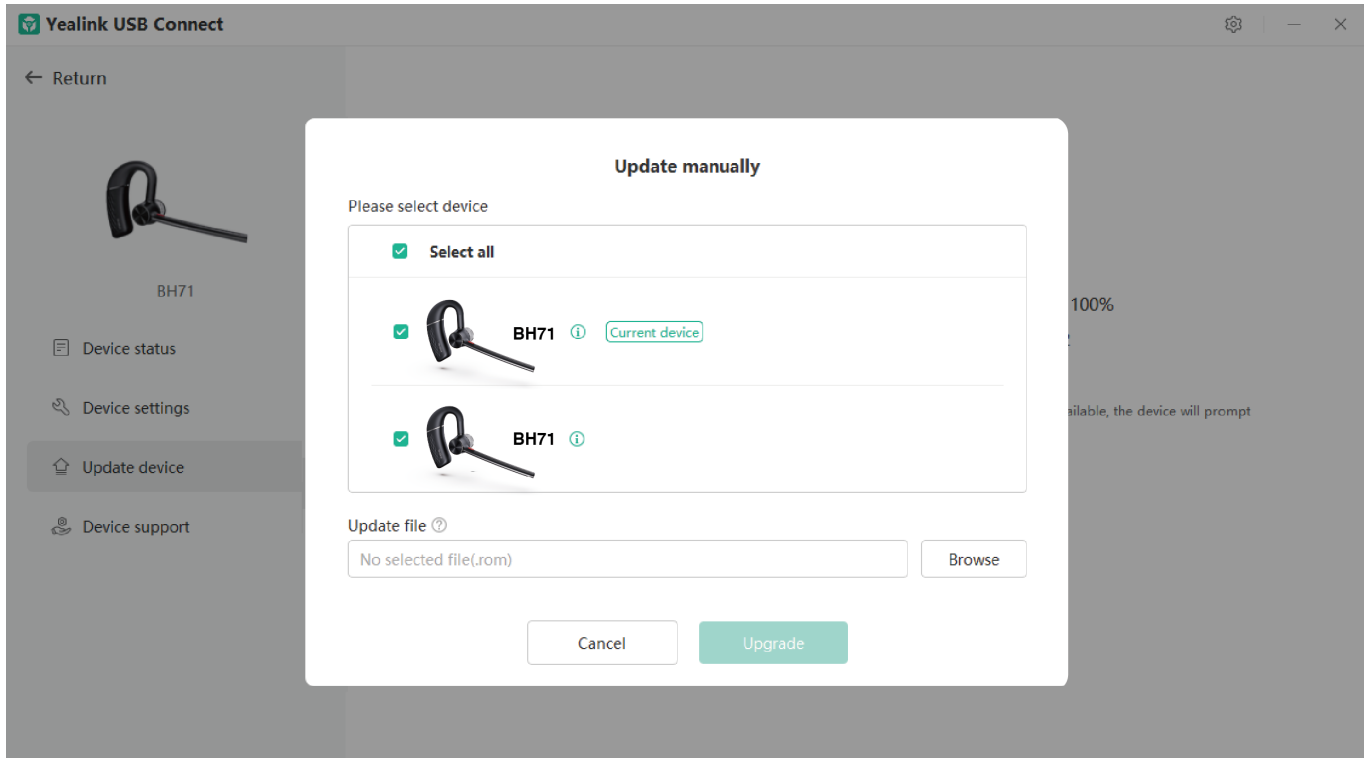
**TIP**

If the PC does not have enough ports, you can use a USB extender to connect the headset to the PC.

2. Open the [Yealink USB Connect](\00. What is Yealink USB Connect.md) software and select the desired device CARD.
3. Go to **Update device > Update Manually**.



4. Click **Select all** to update all devices.



## Troubleshooting

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

### Failed to update the device firmware

## BH71 Workstation/BH71 Workstation Pro

## Update Station Firmware

## Update Firmware

### What Is Firmware

Firmware is product software that controls how a device operates. To ensure your device performs optimally, we

recommend updating the firmware to **the latest version**. Please go to the product support page to download the available firmware.

## Update Headset via Yealink USB Connect

**Before you begin:** We recommend you upgrade Yealink USB Connect to the latest version.

Download the [Yealink USB Connect](#).

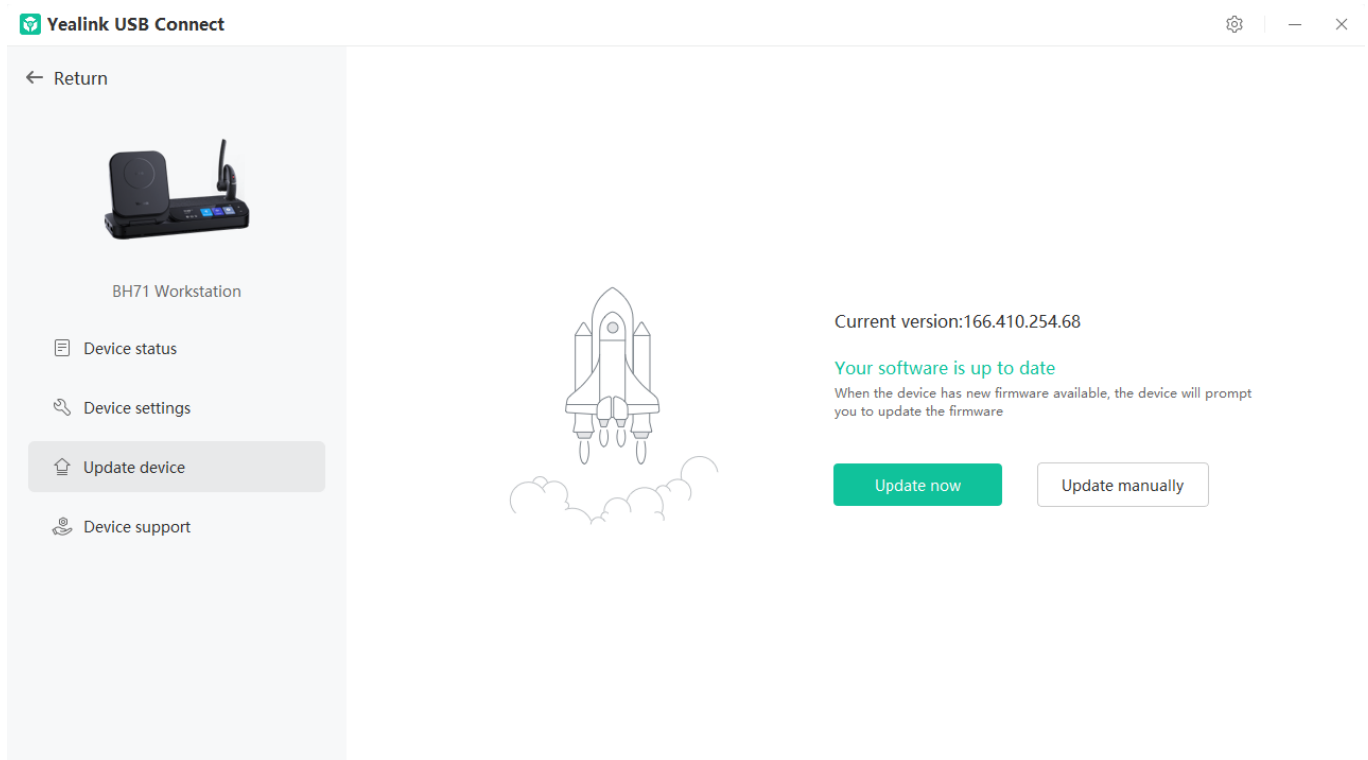
Download the latest [Bluetooth Wireless Headset Firmware](#).

### Procedure

1. Connect the station to the PC via a USB cable.

If the headset is docked on the station, you will be prompted to upgrade the headset after the station update is complete.

2. Click **Update device** to select **Update now** or **Update manually**.



## Check Firmware Version

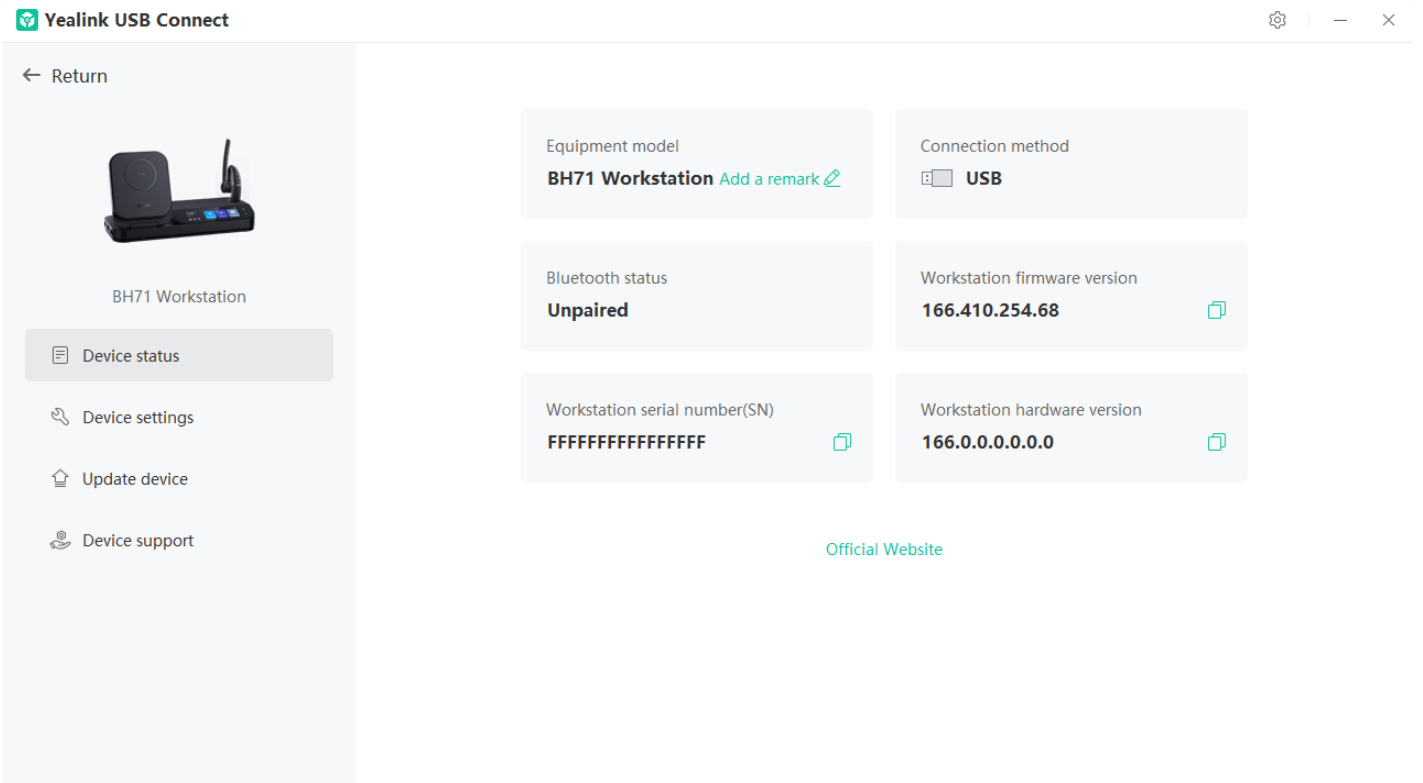
### Before you begin

We recommend you upgrade Yealink USB Connect to the latest version.

Download the [Yealink USB Connect](#).

### Procedure

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



For more information on Yealink USB Connect, refer to the [Yealink USB Device Manager Client User Guide](#).

## Troubleshooting

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

### Failed to update the device firmware

# Update Multiple Stations

## Introduction

You can use the Yealink USB Connect to upgrade the same model of headsets in bulk. Bulk updates require at least two headsets of the same model to be connected, and up to six can be connected.

## Bulk Update Headset

**NOTE**  
 Only the same type of connection method can be upgraded in batches.  
 For example, pair two headsets with a PC via two BT51 dongle.

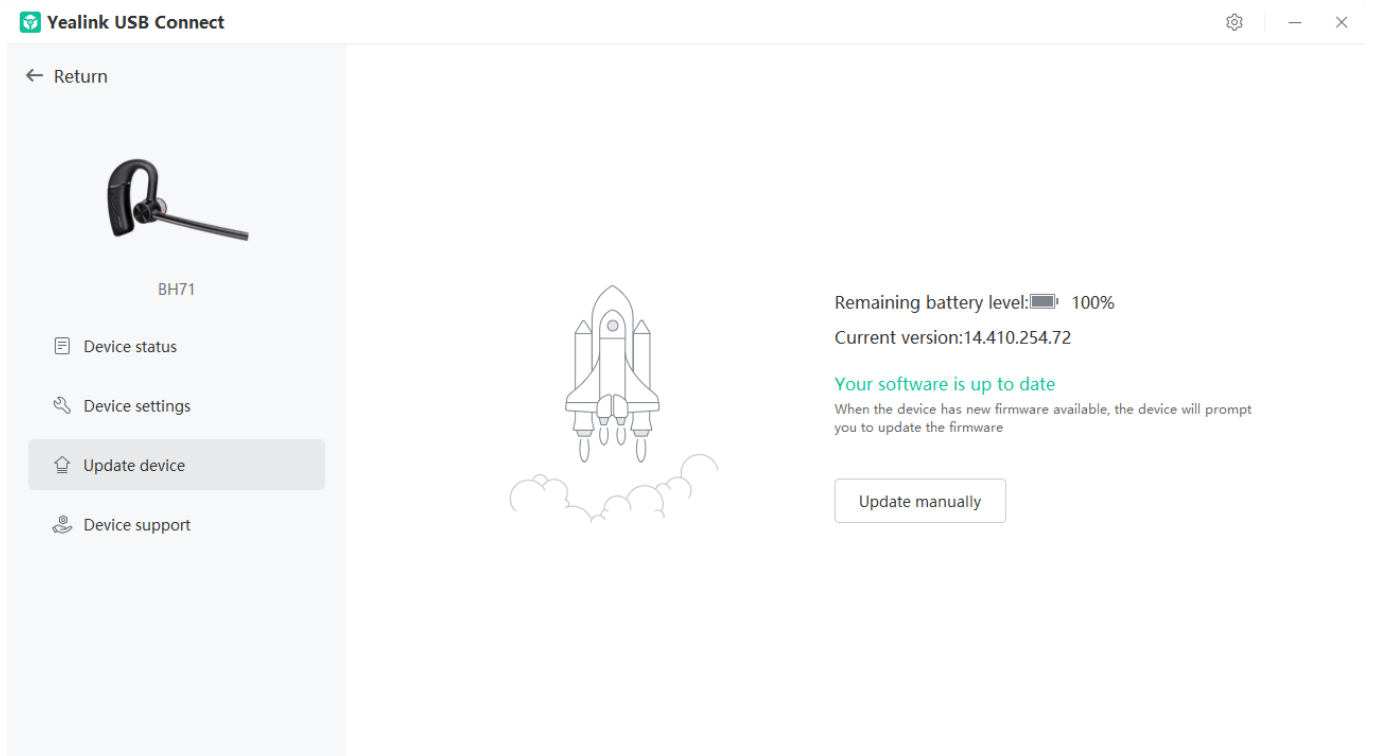
1. Connect more than two headsets to the PC.

Download the latest [Bluetooth Wireless Headset Firmware](#).

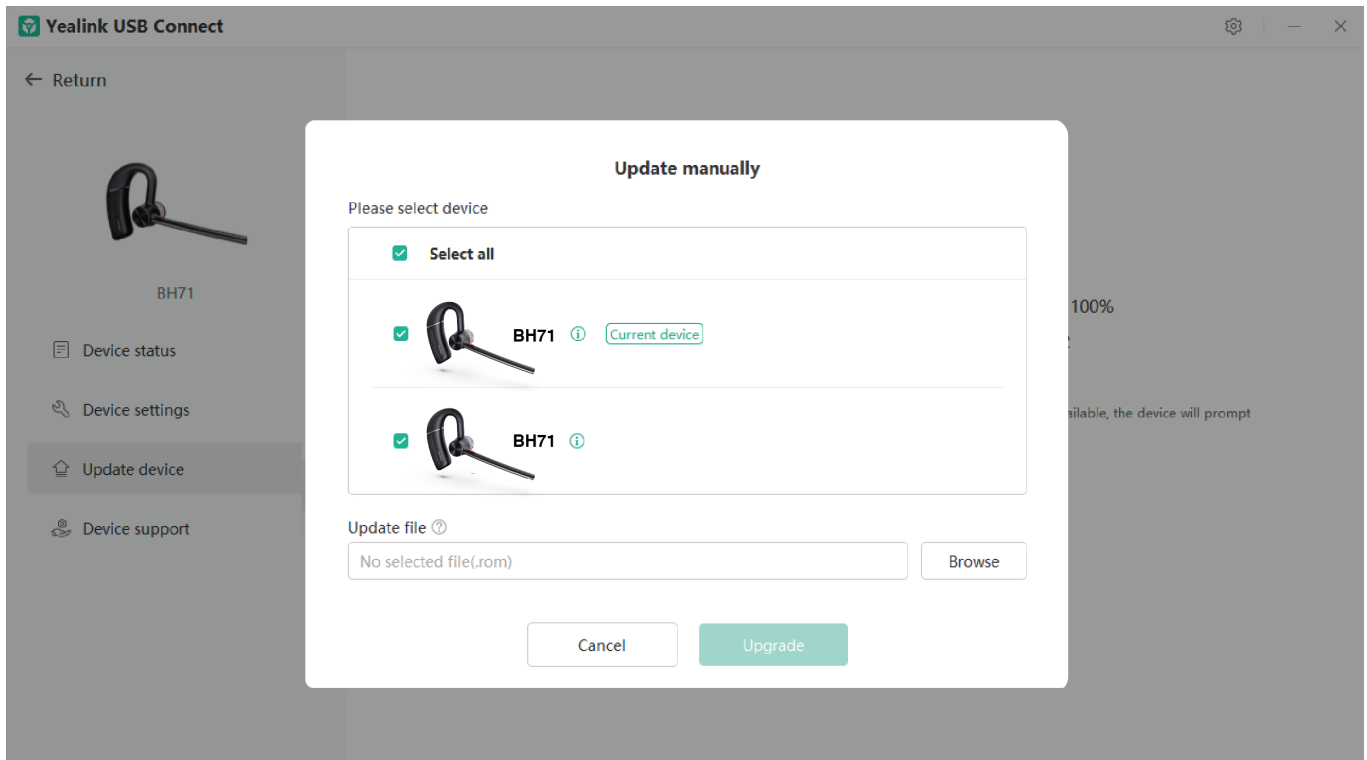
**TIP**

If the PC does not have enough ports, you can use a USB extender to connect the headset to the PC.

2. Open the [Yealink USB Connect](\00. What is Yealink USB Connect.md) software and select the desired device CARD.
3. Go to **Update device > Update Manually**.



4. Click **Select all** to update all devices.



## Troubleshooting

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

### Failed to update the device firmware

## Update Headset Firmware

## Update Firmware

### What Is Firmware

Firmware is product software that controls how a device operates. To ensure your device performs optimally, we recommend updating the firmware to **the latest version**. Please go to the product support page to download the available firmware.

### Update via Yealink USB Connect (PC)

**Before you begin:** We recommend you upgrade Yealink USB Connect to the latest version.

Download the [Yealink USB Connect](#).

Download the latest [Bluetooth Wireless Headset Firmware](#).

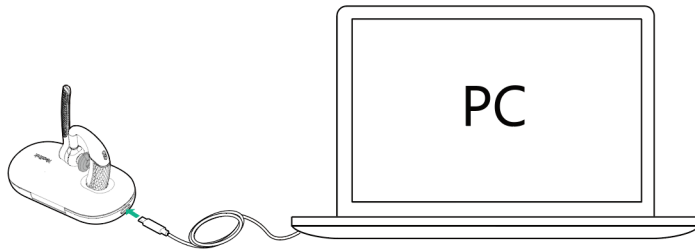
**Procedure**

1. Do one of the following:

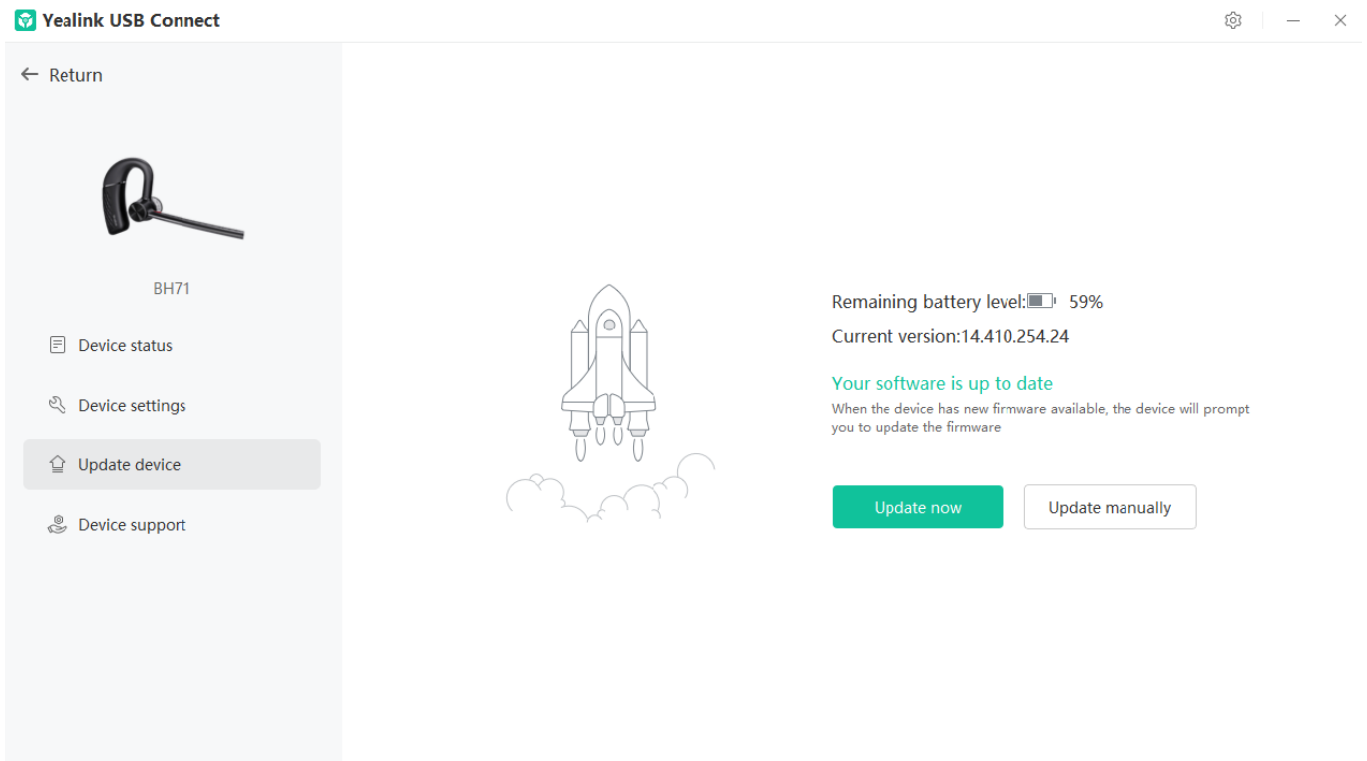
- Connect the headset to the PC via a BT51 dongle (only for BH71 Pro).
- Connect the charging case and headset to the PC via a USB cable (only for BH71 Pro).

**NOTE**

You need to power on the headset and stand it on the charging case when you connect the charging case and headset to the PC via a USB cable.



2. Click **Update device** to select **Update now** or **Update manually**.



**Update via Yealink Connect Applicable (Mobile)**

You can update the headset via the Yealink Connect application.

1. In the [Yealink Connect application](#).
2. Go to **Headset Settings > Firmware Update**.

## Check Firmware Version

**Before you begin:** We recommend you upgrade Yealink USB Connect to the latest version.

Download the [Yealink USB Connect](#).

### Procedure

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

The screenshot shows the Yealink USB Connect application interface. On the left, there is a navigation menu with options: Return, Device status (selected), Device settings, Update device, and Device support. The main area displays the device status for a BH71 headset. The firmware version is 14.410.254.72, which is highlighted with a red box. Other details include: Equipment model BH71, Connection method Bluetooth, Bluetooth status Connected, Headset power 100%, Serial number (SN) 8EA0000599, and Hardware version 14.0.14.0.0.1.1. An Official Website link is visible at the bottom right.

For more information on Yealink USB Connect, refer to the [Yealink USB Device Manager Client User Guide](#).

## Troubleshooting

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

### Failed to update the device firmware

## OTA Update Headset

### What Is OTA



Over-The-Air (OTA) is to update the BH71 headset online. You can update it by BT51.

## OTA Update Headset

### Before you begin

We recommend you upgrade Yealink USB Connect to the latest version.

Download the [Yealink USB Connect](#).

Download the latest [Bluetooth Wireless Headset Firmware](#).

### Procedure

1. Connect the BT51 to the PC.
2. Go to **Yealink USB Connect** to pair the headset with the BT51.
3. After pairing, go to **Update device > Update Now** or **Update manually** to update the BT51.
4. After updating the BT51, the headset will automatically update the version that comes with the BT51 when idle.

The updating time for the headset is about 1 hour.

## Troubleshooting

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

### Failed to update the device firmware

# Update Multiple Headsets

## Introduction

You can use the Yealink USB Connect to upgrade the same model of headsets in bulk. Bulk updates require at least two headsets of the same model to be connected, and up to six can be connected.

## Bulk Update Headset

### **i** NOTE

Only the same type of connection method can be upgraded in batches.  
For example, pair two headsets with a PC via two BT51 dongle.

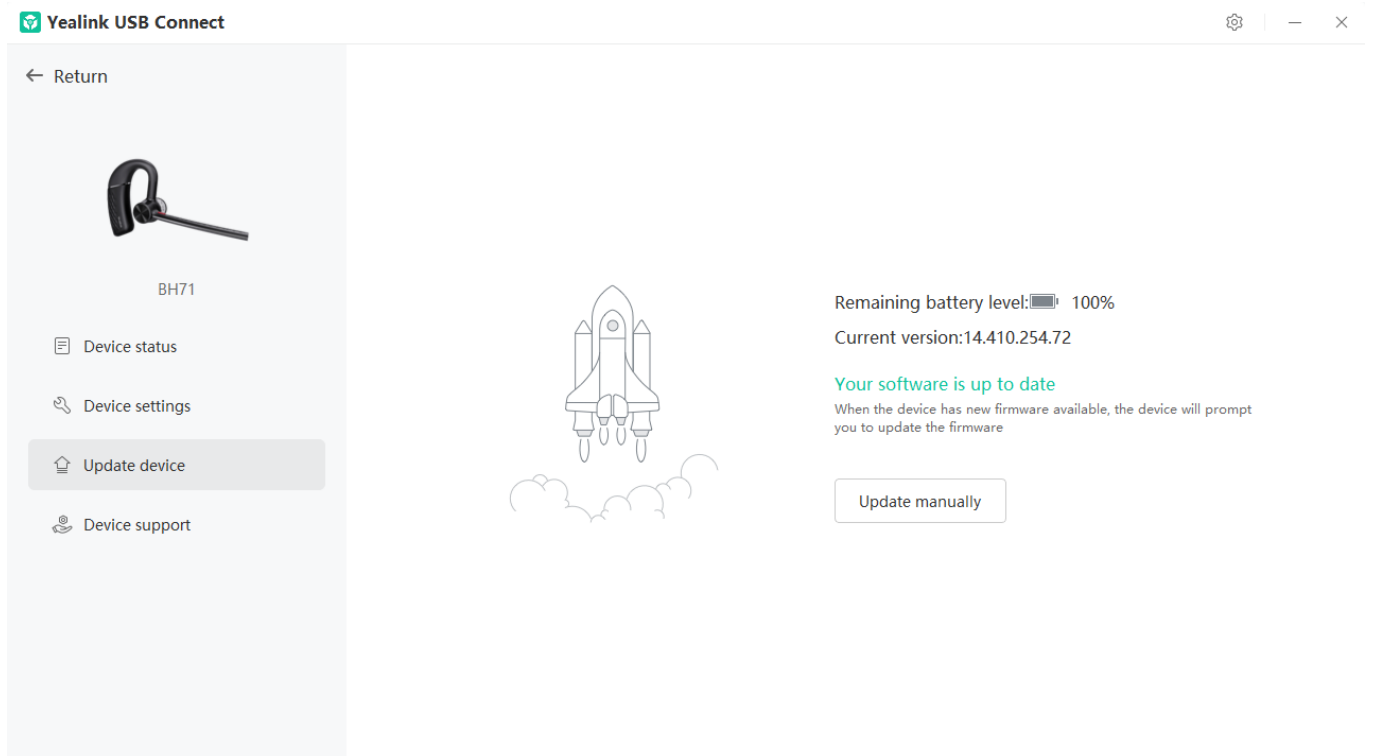
1. Connect more than two headsets to the PC.

Download the latest [Bluetooth Wireless Headset Firmware](#).

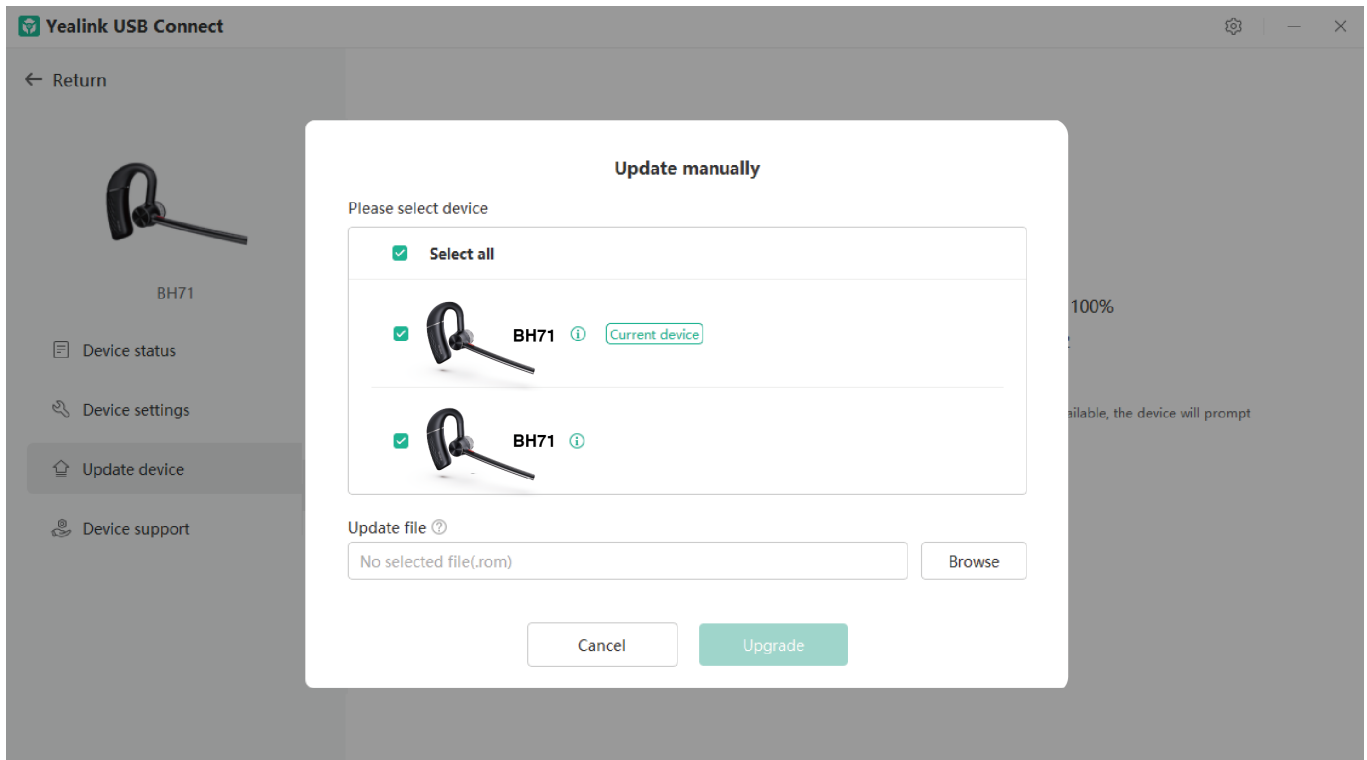
 **TIP**

If the PC does not have enough ports, you can use a USB extender to connect the headset to the PC.

2. Open the [Yealink USB Connect](\00. What is Yealink USB Connect.md) software and select the desired device CARD.
3. Go to **Update device > Update Manually**.



4. Click **Select all** to update all devices.



## Troubleshooting

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

### Failed to update the device firmware

## BH72/BH76/BH76 Plus

## Update Firmware

### **NOTE**

It is applicable to BH72/BH76 headset.

### What Is Firmware

Firmware is product software that controls how a device operates. To ensure your device performs optimally, we recommend updating the firmware to **the latest version**. Please go to the product support page to download the

available firmware.

## Update via Yealink USB Connect

**Before you begin:** We recommend you upgrade Yealink USB Connect to the latest version.

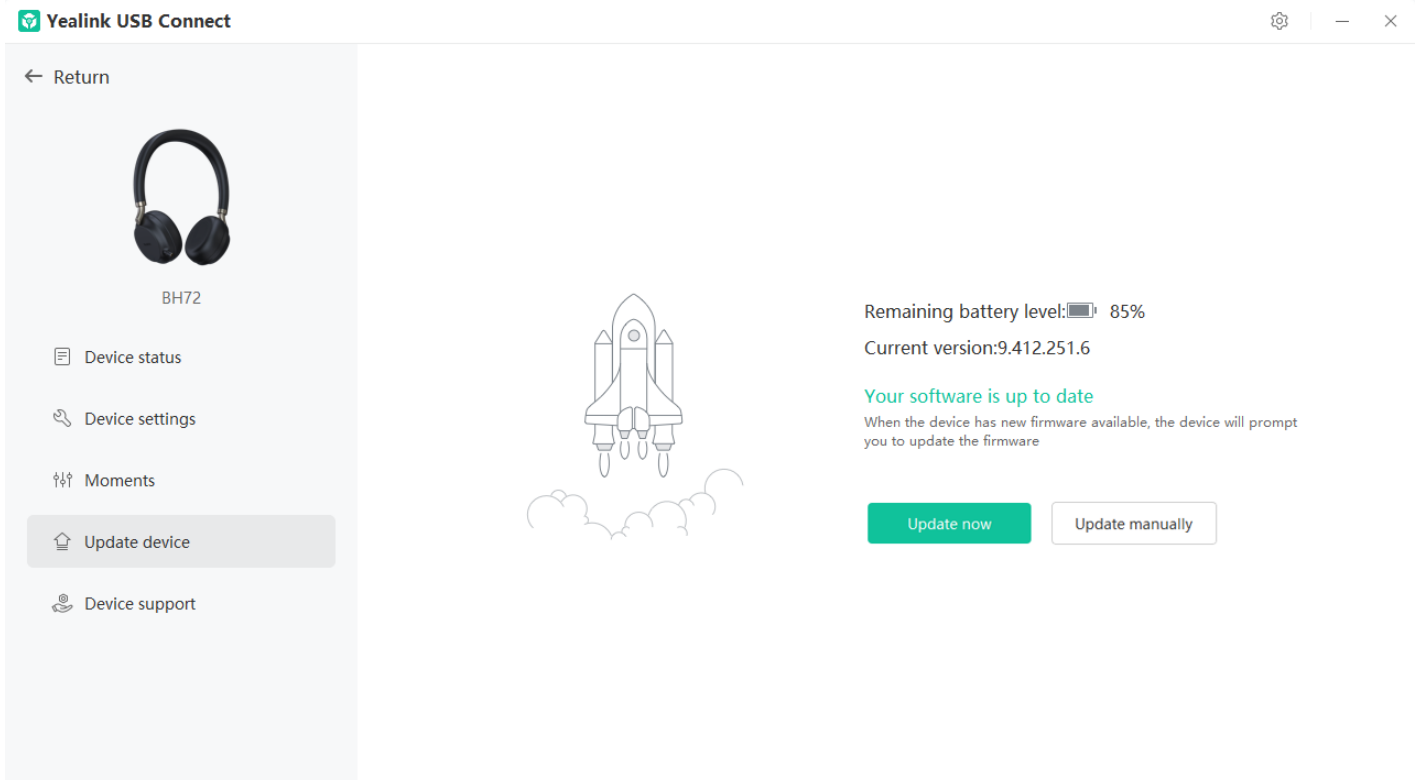
Download the [Yealink USB Connect](#).

Download the latest [Bluetooth Wireless Headset Firmware](#).

### Procedure

1. Connect the headset to the PC via the USB cable.
2. Run **Yealink USB Connect**.
3. Go to **Update device**.
4. Do one of the following:
  - Click **Update Now** to update the firmware to the newest version automatically.
  - Click **Update Manually** to update the firmware to the specific version manually.
5. Confirm the action.

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



## Update via Yealink Connect App

**Before you begin:** We recommend you upgrade Yealink USB Connect to the latest version.

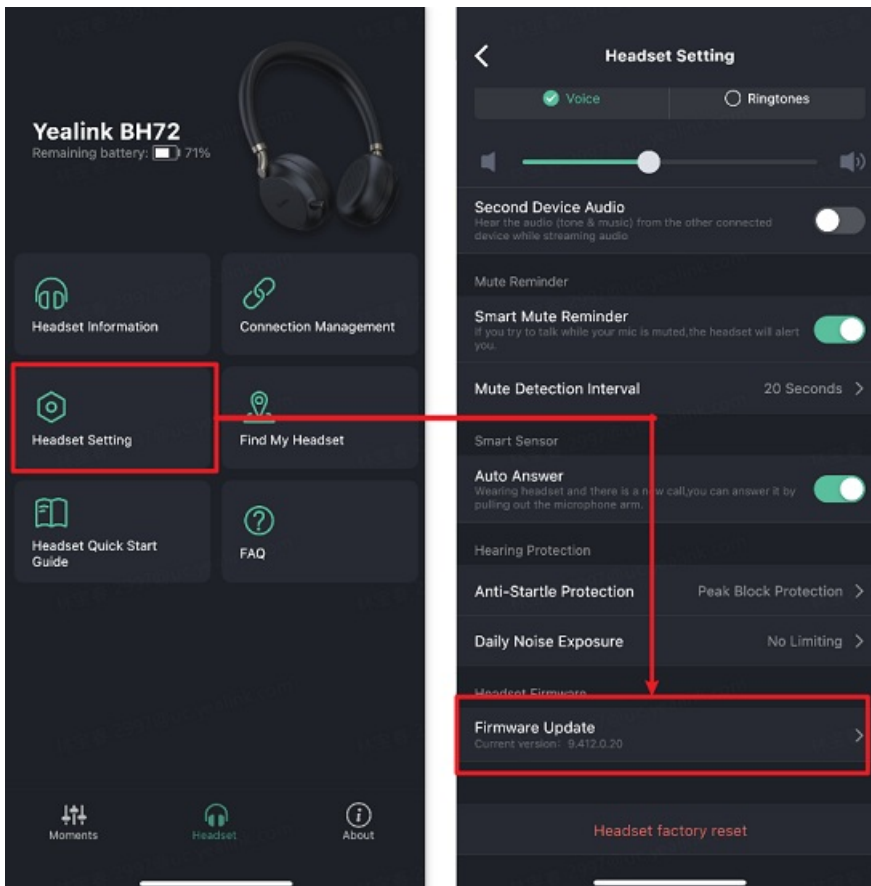
Download the [Yealink Connect](#).

## Procedure

1. Connect the headset to your mobile phone via Bluetooth.
2. Press and hold the **Power** button for 3 seconds to enter the headset to pairing mode.

If the headset is in the power off state, you need to press and hold the **Power** button for 5 seconds to enter the headset to pairing mode.

3. The LED indicator flashes red and green.
4. Open Yealink Connect and it will connect to headset automatically.
5. Go to **Headset Setting** > **Headset Firmware** to update the headset firmware.



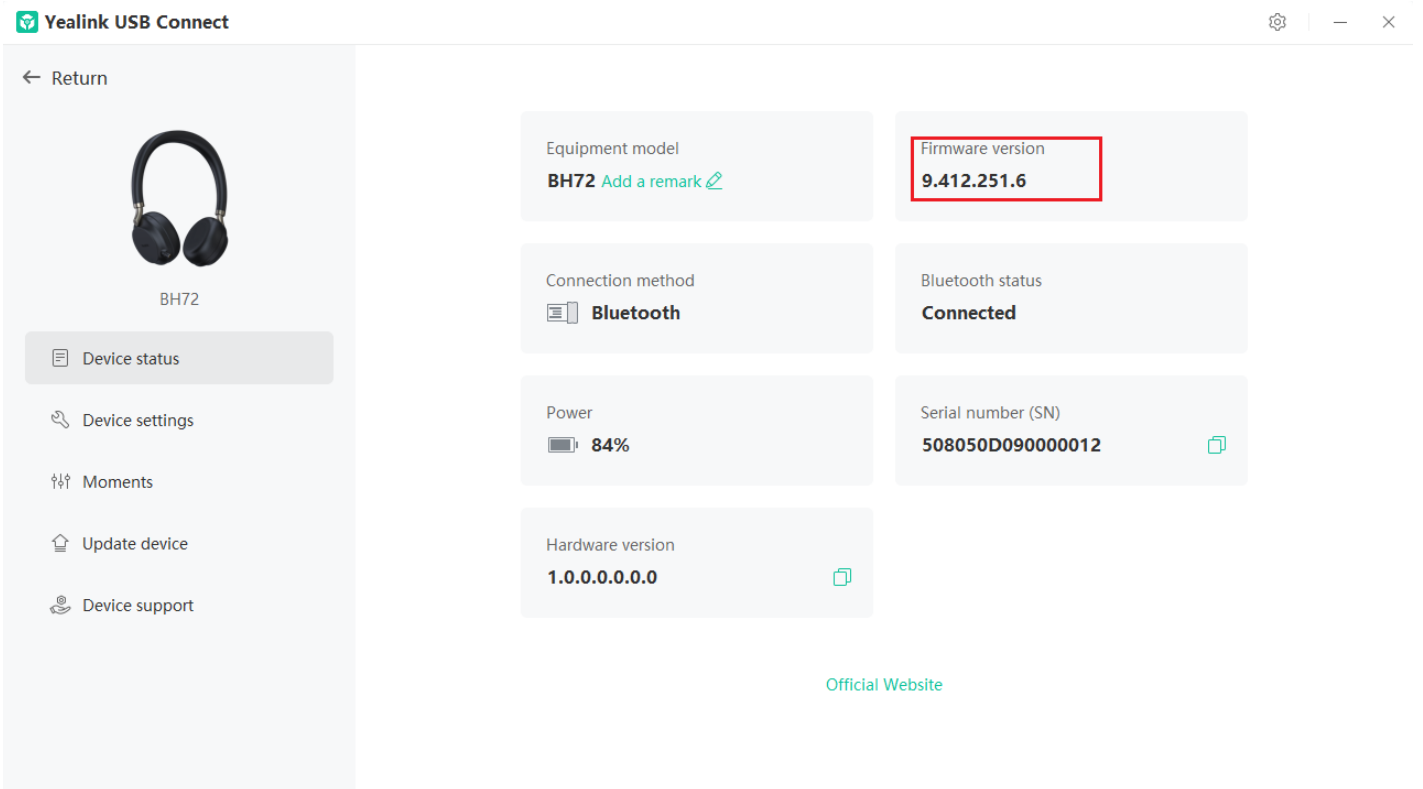
## Check Firmware Version

**Before you begin:** We recommend you upgrade Yealink USB Connect to the latest version.

Download the [Yealink USB Connect](#).

## Procedure

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



For more information on Yealink USB Connect, refer to the [Yealink USB Device Manager Client User Guide](#).

**Related Topic:**

- [Video: Update BH72 firmware](#)

**FAQ**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

[How to download and install the Yealink Connect Application on the phone?](#)

[Do I need to turn on phone rights to install the Yealink Connect?](#)

[Failed to update the device firmware](#)

# OTA Update Headset

**What Is OTA**

Over-The-Air (OTA) is to upgrade the BH72/BH76 headset online. You can upgrade the headset by BT51.

**OTA Update Headset**

**Before you begin**

We recommend you upgrade Yealink USB Connect to the latest version.

Download the [Yealink USB Connect](#).

Download the latest [Bluetooth Wireless Headset Firmware](#).

#### Procedure

1. Connect the BT51 to the PC.
2. Go to **Yealink USB Connect** to pair the headset with the BT51.
3. After pairing, go to **Update device > Update Now** or **Update manually** to update the BT51.
4. After updating the BT51, the headset will automatically update the version that comes with the BT51 when idle.

The updating time for the headset is about 1 hour.

#### Troubleshooting

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. <mailto:fae.hs@yealink.com>

#### Failed to update the device firmware

## Update Multiple Headsets

#### **NOTE**

It is applicable to BH72/BH76 headset.

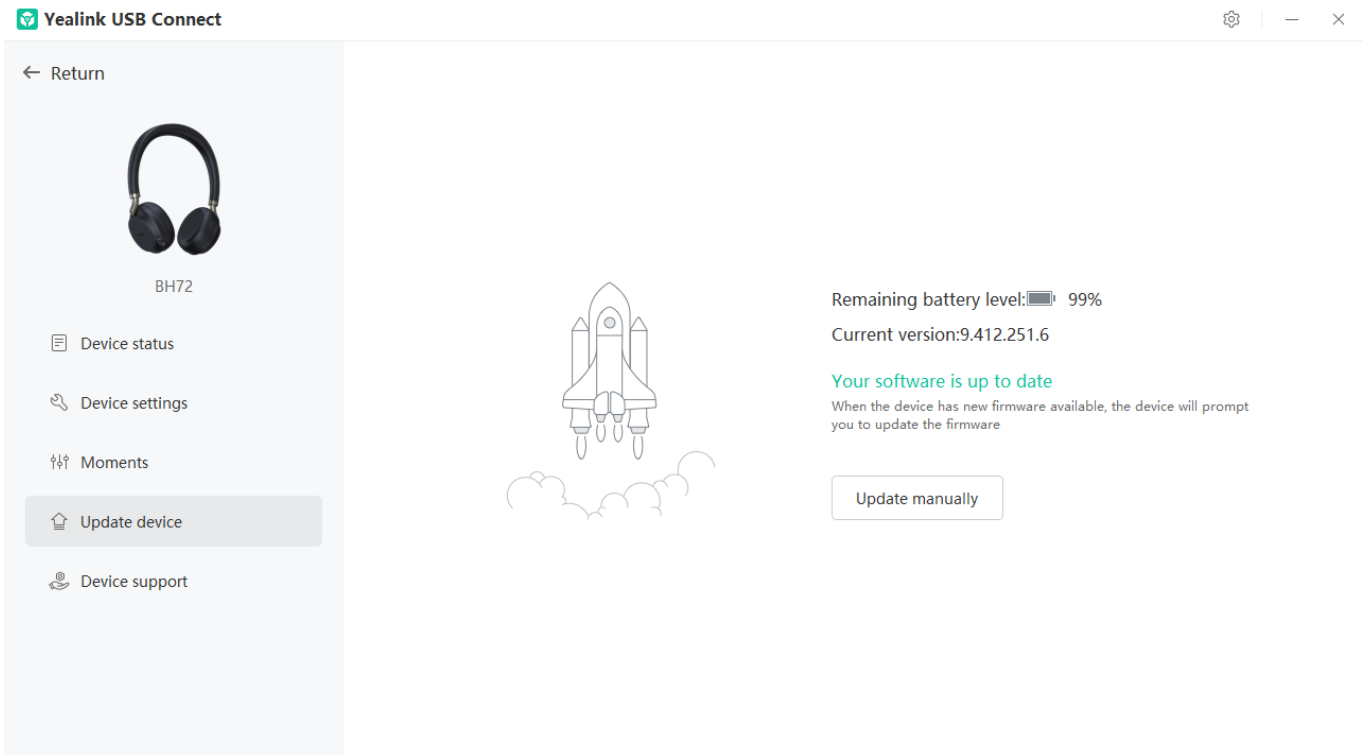
#### Introduction

You can use the Yealink USB Connect to update the same model of headsets in bulk. Bulk updates require at least two headsets of the same model to be connected, and up to six can be connected.

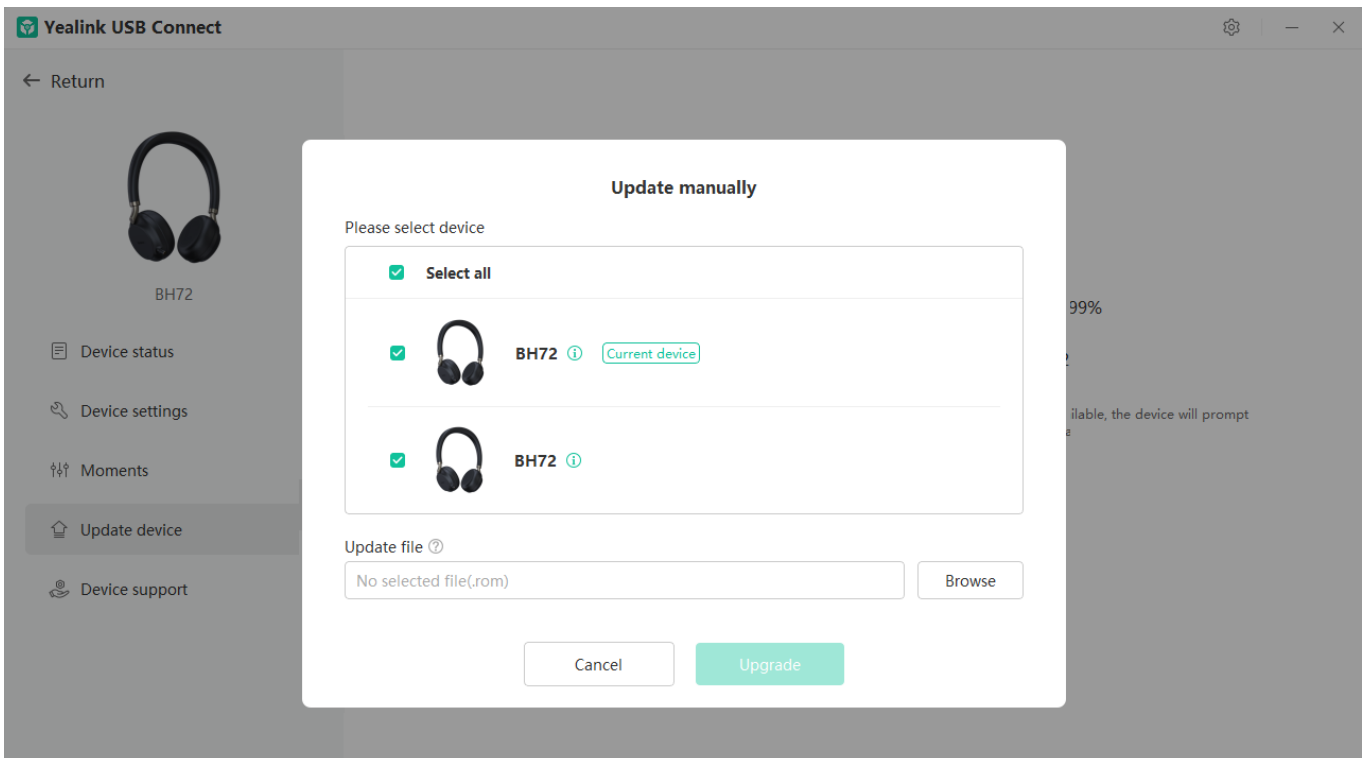
#### Bulk Update Headset

1. Connect more than two headsets to the PC.  
Download the latest [Bluetooth Wireless Headset Firmware](#).  
**Tip:** If the PC does not have enough ports, you can use a USB extender to connect the headset to the PC.
2. Open the [Yealink USB Connect](\00. What is Yealink USB Connect.md) software and select the desired device CARD.

3. Go to **Update device > Update Manually.**



4. Click **Select all** to update all devices.



**Troubleshooting**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.



Failed to update the device firmware

## Settings

# Yealink USB Connect for Bluetooth Headset

**Related Video:** [How to use Yealink USB Connect](#)

### Introduction


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
- Update your Yealink USB device to enhance its performance and features
- Give feedback on your Yealink USB device





Yealink USB Connect

← Return



BH72

- Device status
- Device settings
- Moments
- Update device
- Device support

Equipment model <b>BH72</b> <a href="#">Add a remark</a>	Firmware version <b>9.412.251.6</b>
Connection method  <b>USB</b>	Bluetooth status <b>Paired</b>
Power  <b>100%</b>	Serial number (SN) <b>508050D090000012</b> 
Hardware version <b>1.0.0.0.0.0</b> 	

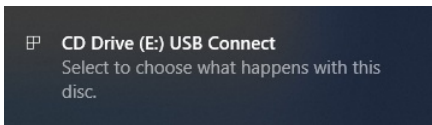
[Official Website](#)

Download via [support.yealink.com](https://support.yealink.com)

### Download and Install

**Before you begin:** Connect the base to your PC.

1. If it is the first time to connect the base to your PC, the PC prompts you as shown below:

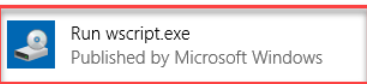


2. Click the prompt box and run the program.

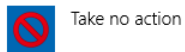
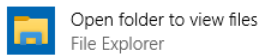
### CD Drive (E:) USB Connect

Choose what to do with this disc.

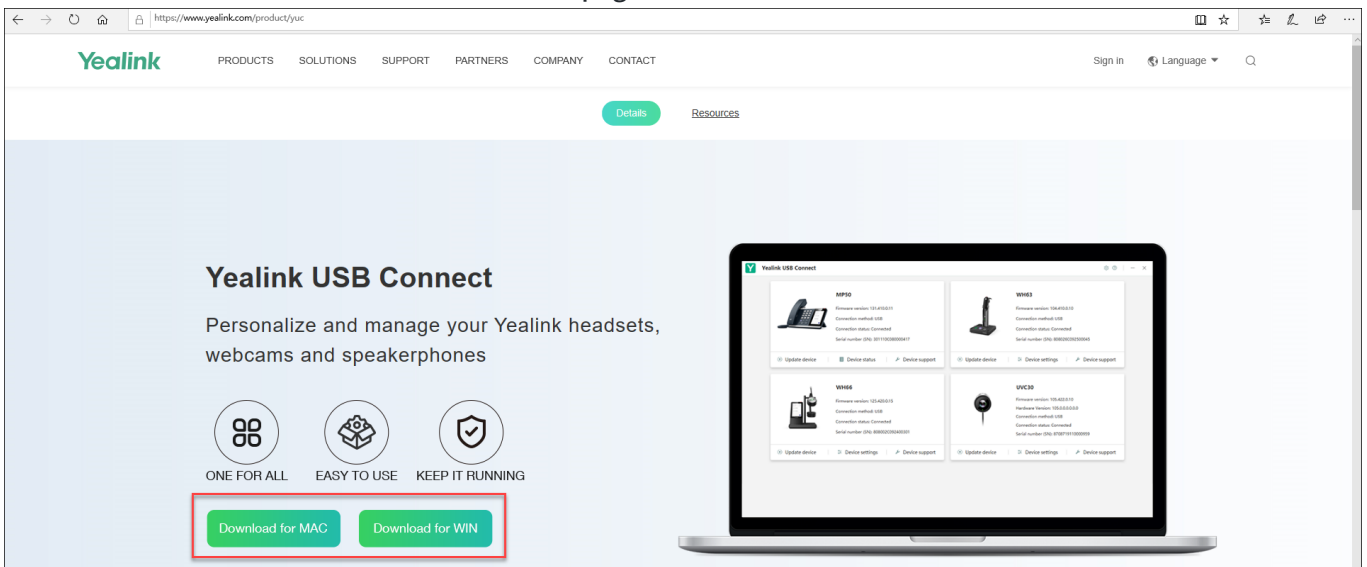
#### Install or run program from your media



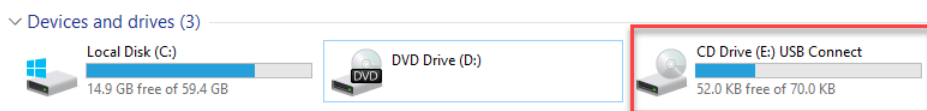
#### Other choices



3. Download the Yealink USB Connect on the web page.



If the prompt box disappears, you can double-click the **CD drive: USB Connect** in the devices and drives list.



### NOTE

If it detects that Yealink USB Connect has been installed after connecting, Yealink USB Connect will automatically run.

## FAQ

Yealink USB Connect can't recognize headset

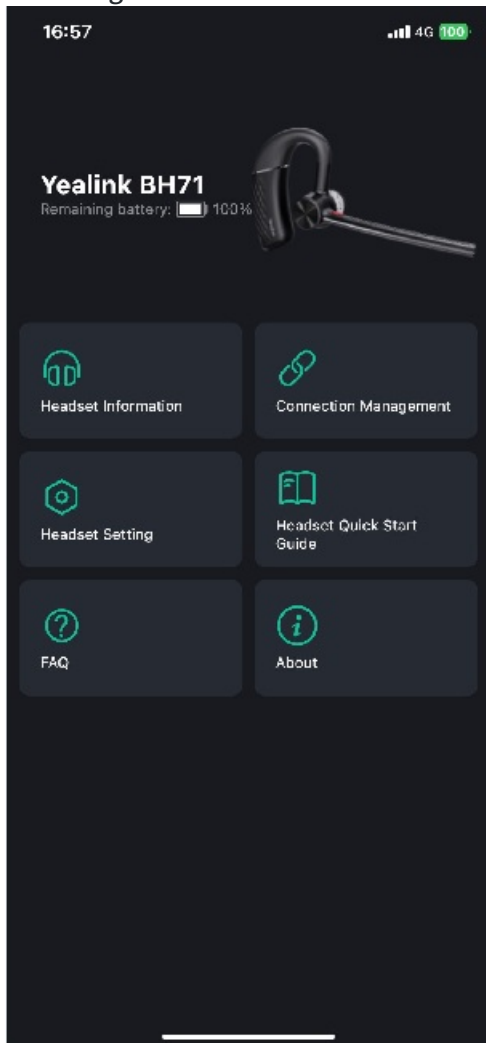
## Yealink Connect for Bluetooth Headset

Yealink Connect is a mobile application designed to manage Bluetooth headsets, allowing you to quickly access device status, manage and control your Bluetooth devices, and personalize your experience even more.

- Download the Yealink Connect App  from:



- With Yealink Connect, you can:
  - Device Status: Quickly check the headset' s remaining battery, version and language information and more.
  - Headset settings: Further personalize your call and audio experience with feature configuration and mode switching.



### BH71/BH71 Pro

## Basic Settings

You can change the basic settings of the headset via the [Yealink USB Connect](#).

Go to **Device settings > Basic Settings**.

Function	Description
Status Tone Type	Select the type of status tone. <ul style="list-style-type: none"> <li>· Voice</li> <li>· Ringtones</li> <li>· Off</li> </ul>
Voice Guidance Language	Select the voice guidance from a language list. <b>Default:</b> English. <ul style="list-style-type: none"> <li>· English</li> <li>· Chinese</li> <li>· German</li> <li>· French</li> <li>· Spanish</li> </ul>
Keypad Tone	Enable/disable the paired headset to produce a sound when pressing the keys.
Headset Volume	Set the local default volume.
Second Device Audio	Set the playback priority for multi-device music. <b>Disable</b> (First play priority): The headset is connected to device 1 and device 2. Device 1 plays music first, device 2 plays music later, and the headset still only plays the music of device 1. <b>Enable</b> (Last play priority): The headset is connected to device 1 and device 2. Device 1 plays music first, device 2 plays music later, and the headset will play the music of device 2.
Auto Sleep	Set the time for the headset to enter sleep mode when there is no device connected. <div style="background-color: #e6e6ff; padding: 10px; margin-top: 10px;"> <p><b>TIP</b> When the sleep time is over, the headset will reconnect to the paired device.</p> </div>

## FAQ

### TIP

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

[How to set Second Device Audio?](#)

[How to change the language of the headset prompt tone?](#)

## Change Headset Name

You can change the headset name via the [Yealink Connect application](#).

Procedure

1. Go to **Headset Information > Headset Name**.
2. Change the headset name.

## Change BH71 Headset Name

You can change the headset name via the [Yealink Connect application](#).

Procedure

1. Go to **Headset Information > Headset Name**.
2. Change the headset name.

## Advanced Settings

You can change the Advanced settings of headset via the [Yealink USB Connect](#).

Go to **Device settings > Advanced Settings**.

### General Settings

Function	Description
Mute Reminder	Enable/disable the paired headset to play a periodic audio reminder when the microphone is muted.
Mute Reminder Interval	Configure the interval time to play a periodic audio reminder when the microphone is muted. <div style="background-color: #e6e6fa; padding: 10px; margin-top: 10px;"> <p><b>NOTE</b> It appears only if Mute Reminder is enabled. It takes effect only when the microphone detects that you are speaking continuously.</p> </div>
Platform	Change the platform between UC and Teams.

Environment Adaption	<p>Adjust the headset performance in different usage environments.</p> <ul style="list-style-type: none"> <li>· Adaptive</li> <li>· Noise Environment</li> <li>· Quiet Environment</li> <li>· Off</li> </ul>
----------------------	--

## Calling Settings

Function	Description
Equalizer for Calls	<p>Select an audio preference to use for all calls.</p> <p><b>Default:</b> Normal.</p> <ul style="list-style-type: none"> <li>· <b>Normal:</b> The bass and treble are balanced.</li> <li>· <b>Bass:</b> The bass is enhanced.</li> <li>· <b>Treble:</b> The treble is enhanced.</li> </ul>
PC Call Device	<p>Connect the headset to multiple PC softphones, the feature supports specifying a PC softphone to enter the dialing screen to make a call.</p>

## Hearing Protection

Function	Description
Anti-Startle Protection	<p>Select to automatically adjust the volume level in the headset to limit your daily exposure to excessive audio volume. The headset always provides protection against sound spikes.</p> <ul style="list-style-type: none"> <li>· Peak Block Protection</li> <li>· Australian G616 Protect</li> </ul>
Daily Noise Exposure	<p>Configure the daily noise exposure levels.</p> <ul style="list-style-type: none"> <li>· No Limiting</li> <li>· 80dBA</li> <li>· 85dBA</li> </ul>

## FAQ

### TIP

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

## How to set Hearing Protection?

## Restore Factory Settings

## Reset via Headset

Press and hold the **Call control** and **Mute button** for 6 seconds. You can hear the voice prompt “Power on” and the headset’s LED indicator turns solid blue for 2s.

## Reset via Yealink Connect Applicable

You can reset the headset via the [Yealink Connect application](#).

1. In the Yealink Connect application.
2. Go to **Headset Settings** > **Headset Factory Reset**.

## Troubleshooting

### TIP

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

# BH71 Workstation/BH71 Workstation Pro

## Station Settings

## Basic Settings

### Basic Settings

- For [Yealink USB Connect](#): Go to **Device settings** > **Basic Settings**.
- For station screen: Go to > **Basic** > **Basic Settings**.

### General Settings

Function	Description
Language	Select the screen text language from a list of 13 languages.

Bluetooth	<p>Enable/disable the Bluetooth.</p> <div style="background-color: #e6e6fa; padding: 10px; border: 1px solid #ccc;"> <p><b>NOTE</b> Enable this feature, and you can do the following:</p> </div> <ul style="list-style-type: none"> <li>· <b>Open discover:</b> Enable the Bluetooth of station to be discovered by your mobile phone or PC.</li> <li>· <b>Discoverable time:</b> Select the timeout period for Bluetooth to be discovered. <b>Default:</b> 5 min.</li> </ul>
Device Name	<p>Set the station' s name and it will take effect immediately. <b>Default:</b> Yealink BH71 Workstation</p>
Discoverable Time	<p>Select the timeout period for Bluetooth to be discovered. <b>Default:</b> 5 min.</p>
Call Control with Softphone	<p>Enable USB call control or not. <b>Default:</b> Enable.</p>
Date Format	<p>Set the date display format.</p> <ul style="list-style-type: none"> <li>· MMM DD</li> <li>· DD MMM</li> </ul> <p><b>Default:</b> MMM DD</p>
Time Format	<p>Select the time display format.</p> <ul style="list-style-type: none"> <li>· 24 Hour</li> <li>· 12 Hour</li> </ul> <p><b>Default:</b> 24 Hour</p>

## Sound Settings

Function	Description
Status Tone Type	<p>Select the type of status tone.</p> <ul style="list-style-type: none"> <li>· Voice</li> <li>· Tones</li> <li>· Off</li> </ul> <p><b>Default:</b> Voice.</p>
Voice Guidance Language	<p>Select the voice guidance from a languages list. <b>Default:</b> English.</p> <ul style="list-style-type: none"> <li>· English</li> <li>· Chinese</li> <li>· German</li> <li>· French</li> <li>· Spanish</li> </ul>



Keypad Tone	Hear a tone in the headset when pressing a button. <b>Default:</b> Enable.
Headset Volume	Get and adjust the local volume of the headset. · Level: 0-15 <b>Default:</b> 8.
Second Device Audio	Set the playback priority for multi-device music. <b>Disable</b> (First play priority): The headset is connected to device 1 and device 2. Device 1 plays music first, device 2 plays music later, and the headset still only plays music of device 1. <b>Enable</b> (Last play priority): The headset is connected to device 1 and device 2. Device 1 plays music first, device 2 plays music later, and the headset will play music of device 2. <b>Default:</b> Disable.

## PC Softphone

Function	Description
Headset Local Ringtone	Set whether a local ringtone is transmitted from the headset when a call comes from a connected device via USB. <b>Default:</b> Disable.
Base Ringtone Volume	Set the station ringtone volume when a call comes from a connected device via USB. <b>Default:</b> 4.
Local Ring Type	Select the local ringtone for incoming calls from USB-connected devices. <b>Default:</b> Ring1wav.

## Deskphone

Function	Description
Headset Local Ringtone	Set whether the headset will play the local ringtone when the desk phone has an incoming call. <b>Default:</b> Enable.
Base Ringtone Volume	Set the station ringtone volume when the desk phone has an incoming call. <b>Default:</b> 4.
Local Ring Type	Select the local ringtone for incoming calls from USB-connected devices. <b>Default:</b> Ring1wav.

## Display

Function	Description
Light Theme	Set the dark or light mode for station. <b>Default:</b> Dark.

Backlight Time	The station will turn off the backlight to save power if there is no operation for a limited time. <b>Default:</b> Always On.
Backlight Active Level	Set the screen brightness. <b>Default:</b> 6.
Screensaver Wait Time	Set the waiting time for the screen saver. <b>Default:</b> 2h.
Screensaver Background	Set whether to display the built-in or the custom screensaver. <b>Default:</b> System.

### Auto Sleep

Function	Description
Auto Sleep	<p>Set the time for the headset to enter sleep mode when there is no device connected.</p> <div style="background-color: #f0e6ff; padding: 10px; border: 1px solid #ccc;"> <p><b>TIP</b> When the sleep time is over, the headset will reconnect to the paired device.</p> </div>

### FAQ

**TIP**  
If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

### How to change the language of the headset prompt tone?

## Advanced Settings

- For [Yealink USB Connect](\00. What is Yealink USB Connect.md): Go to **Device settings > Advanced Settings**.
- For station screen: Go to > **Basic > Advanced Settings**.

### General Settings

Function	Description
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USB Computer Audio	<p>This setting determines when your headset receives audio from a connected PC.</p> <p><b>Default:</b> Instant.</p> <ul style="list-style-type: none"> <li>· <b>Instant:</b> To have the audio (not call audio) turned on instantly.</li> <li>· <b>Delayed:</b> To have the audio (not call audio) turned on automatically with a brief delay. The delay will filter out short notifications sounds from the PC.</li> <li>· <b>Never:</b> To never have audio (not call audio) in the headset.</li> <li>· <b>Always:</b> To always have audio in the headset; this will affect the battery life.</li> </ul>
Mute Reminder	Enable/disable the paired headset to play a periodic audio reminder when the microphone is muted.
Mute Reminder Interval	<p>Configure the interval time to play a periodic audio reminder when the microphone is muted.</p> <div style="background-color: #f0e6ff; padding: 10px; border: 1px solid #ccc;"> <p><b>NOTE</b></p> <p>It appears only if Mute Reminder is enabled. It takes effect only when the microphone detects that you are speaking continuously.</p> </div>
Platform	Change the platform between UC and Teams.

## Calling Settings

Function	Description
Call Device	<p>Select which device to use for outgoing call.</p> <ul style="list-style-type: none"> <li>· Automatic</li> <li>· PC Softphone</li> <li>· Desk Phone</li> <li>· Mobile Device 1</li> <li>· Mobile Device 2</li> </ul>
PC Call Device	<p>Connect headset to multiple PC softphones, the feature supports specifying a PC softphone enter the dialing screen to make a call.</p> <p>Displayed only when <b>Call Device</b> is set to <b>Automatic</b> or <b>PC Softphone</b>.</p>
Call Priority	<p>Select which call takes priority when a second call is accepted.</p> <ul style="list-style-type: none"> <li>· <b>New call:</b> The first call is placed on hold and the new call is active.</li> <li>· <b>Current call:</b> The first call is active and the new call is placed on hold.</li> </ul>
Auto Answer when Undocked	<p>Enable/disable incoming calls to be answered by undocking the headset.</p> <p><b>Default:</b> Enable.</p>
Open Line when Undocked	Enable/disable to enter the dialing screen when undocking the headset.
Noise Suppression	<p>Enable/disable the station to suppress the environment noises when in a call.</p> <p><b>Default:</b> Disable.</p>

Smart Noise Block	<p>Enable/disable the station to block out/eliminate the noises when in a call.  <b>Default:</b> Enable.</p> <div style="background-color: #e6e6fa; padding: 10px; border: 1px solid #ccc;"> <p><b>NOTE</b>  It appears only if Mute Reminder is enabled. It takes effect only when the microphone detects that you are speaking continuously.</p> </div>
Phone Type	<p>If you use USB cable to connect your Unify phone, you need to change the configuration.</p> <ul style="list-style-type: none"> <li>· Normal (Other phones)</li> <li>· Unify</li> </ul>

## Hearing Protection

Function	Description
Anti-Startle Protection	<p>Select to automatically adjust the volume level in the headset to limit your daily exposure to excessive audio volume. The headset always provides protection against sound spikes.</p> <ul style="list-style-type: none"> <li>· Peak Block Protection</li> <li>· Australian G616 Protect</li> </ul>
Daily Noise Exposure	<p>Configure the daily noise exposure levels.</p> <ul style="list-style-type: none"> <li>· No Limiting</li> <li>· 80dBA</li> <li>· 85dBA</li> </ul>

## Admin Settings

Function	Description
Reset Configuration	Factory reset the station.

## FAQ

### TIP

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

## How to set Hearing Protection?

# Headset Settings

# Basic Settings

## Basic Settings

You can change the basic settings of the headset via the [Yealink USB Connect](#).

Go to **Device settings > Basic Settings**.

Function	Description
Status Tone Type	Select the type of status tone. <ul style="list-style-type: none"> <li>· Voice</li> <li>· Ringtones</li> <li>· Off</li> </ul>
Voice Guidance Language	Select the voice guidance from a language list. <b>Default:</b> English. <ul style="list-style-type: none"> <li>· English</li> <li>· Chinese</li> <li>· German</li> <li>· French</li> <li>· Spanish</li> </ul>
Keypad Tone	Enable/disable the paired headset to produce a sound when pressing the keys.
Headset Volume	Set the local default volume.
Second Device Audio	Set the playback priority for multi-device music. <b>Disable</b> (First play priority): The headset is connected to device 1 and device 2. Device 1 plays music first, device 2 plays music later, and the headset still only plays the music of device 1. <b>Enable</b> (Last play priority): The headset is connected to device 1 and device 2. Device 1 plays music first, device 2 plays music later, and the headset will play the music of device 2.

## FAQ

### TIP

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

### [How to set Second Device Audio?](#)

### [How to change the language of the headset prompt tone?](#)

## Advanced Settings

You can change the Advanced settings of headset via the [Yealink USB Connect](#).

Go to **Device settings > Advanced Settings**.

### General Settings

Function	Description
Mute Reminder	Enable/disable the paired headset to play a periodic audio reminder when the microphone is muted.
Mute Reminder Interval	Configure the interval time to play a periodic audio reminder when the microphone is muted.  <div style="background-color: #f0e6ff; padding: 10px; border: 1px solid #ccc;"> <p><b>NOTE</b> It appears only if Mute Reminder is enabled. It takes effect only when the microphone detects that you are speaking continuously.</p> </div>
Platform	Change the platform between UC and Teams.

### Calling Settings

Function	Description
Equalizer for Calls	Select an audio preference to use for all calls. <b>Default:</b> Normal. <ul style="list-style-type: none"> <li>· <b>Normal:</b> The bass and treble are balanced.</li> <li>· <b>Bass:</b> The bass is enhanced.</li> <li>· <b>Treble:</b> The treble is enhanced.</li> </ul>

### Hearing Protection

Function	Description
Anti-Startle Protection	Select to automatically adjust the volume level in the headset to limit your daily exposure to excessive audio volume. The headset always provides protection against sound spikes. <ul style="list-style-type: none"> <li>· Peak Block Protection</li> <li>· Australian G616 Protect</li> </ul>
Daily Noise Exposure	Configure the daily noise exposure levels. <ul style="list-style-type: none"> <li>· No Limiting</li> <li>· 80dBA</li> <li>· 85dBA</li> </ul>

## FAQ

### TIP

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

## How to set Hearing Protection?

# Restore Factory Settings

## Reset via Headset

Press and hold the **Call control** and **Mute button** for 6 seconds. You can hear the voice prompt “Power on” and the headset’s LED indicator turns solid blue for 2s.

## Reset via Yealink Connect Applicable

You can reset the headset via the [Yealink Connect application](#).

1. In the Yealink Connect application.
2. Go to **Headset Settings** > **Headset Factory Reset**.

## Troubleshooting

### TIP

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

# BH72/BH76/BH76 Plus

## Headset Guide

### Headset Guide

- In the Yealink Connect

Go to **Headset > Headset Setting > Headset Guidance**.

**- In the Yealink USB Connect**

1. Open the [Yealink USB Connect](#) software and select the desired device CARD.
2. Go to **Headset > Basic Settings > Headset Guidance**.

Functions	Description
Voice Guidance Language	Select voice guidance from a list of languages.
Keypad Tone	Set whether the paired headset produces a sound when pressing the keypad keys.
Headset Status Tone	Status tone can be heard when operating the headset.
Status Tone Type	Select the type of ringtone.
Second Device Audio	Set whether to hear the audio (tone & music) from the other connected device when a device is playing the headset.
MFB Button	By default, set the multi-function button to <b>HOOK</b> or <b>Play/pause</b> .
PC Call Device	Connect the headset to multiple PC softphones, the feature supports specifying a PC softphone to enter the dialing screen to make a call.

Headset Volume	<p>The screenshot shows the 'Yealink USB Connect' application window. On the left is a sidebar with options: Device Status, Device Settings (selected), Moments, Update Device, and Device Support. The main area is titled 'Basic Settings' and shows various configuration options for the 'Yealink BH72' device. Under the 'Headset Guidance' section, the 'Status Tone Type' is set to 'Voice' and is highlighted with a red rectangular box. Below this setting is a volume slider control.</p>
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**FAQ**

**TIP**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.



[How to set PC Call Device?](#)

[How to set Second Device Audio?](#)

[How to change the language of the headset prompt tone?](#)

## Mute Reminder

### Mute Reminder

#### - In the Yealink Connect

Go to **Headset > Headset Setting > Mute Reminder**.

#### - In the Yealink USB Connect

1. Open the [Yealink USB Connect](#) software and select the desired device CARD.
2. Go to **Headset > Basic Settings > Mute Reminder**.

Functions	Description
Smart Mute Reminder	Set whether the paired headset plays a periodic audio reminder when the microphone is muted.
Mute Detection Interval	Set the interval time plays a periodic audio reminder when the microphone is muted.

### Troubleshooting

#### TIP

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

## Auto Answer

### Auto Answer

You can answer a coming call by pulling out the microphone boom arm when wearing the headset on your head.

#### - In the Yealink Connect

Go to **Headset > Headset Setting > Smart Sensor**.

#### - In the Yealink USB Connect

1. Open the [Yealink USB Connect](#) software and select the desired device CARD.
2. Go to **Headset > Basic Settings > Smart Sensor**.

## Troubleshooting

### TIP

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

## Environment Adaptation

This configuration can adjust the headset performance in different usage environments.

- Adaptive
- Noise Environment
- Quiet Environment
- Off

### - In the Yealink USB Connect

1. Open the [Yealink USB Connect](#) software and select the desired device CARD.
2. Go to **Headset > Advanced Settings > Environment Adaptation**.

## Troubleshooting

### TIP

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

## Hearing Protection

### Hearing Protection

#### - In the Yealink Connect

Go to **Headset > Headset Setting > Hearing Protection**.

#### - In the Yealink USB Connect

1. Open the [Yealink USB Connect](#) software and select the desired device CARD.
2. Go to **Headset > Basic Settings > Hearing Protection**.

Functions	Description
Anti-Startle Protection	Set which hearing protection technology to be used. - Peak Block Protection - Australian G616 Protection

Daily Noise Exposure	Select the decibel level the headset protects against sound spikes.
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**FAQ**

**TIP**  
 If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

**How to set Hearing Protection?**

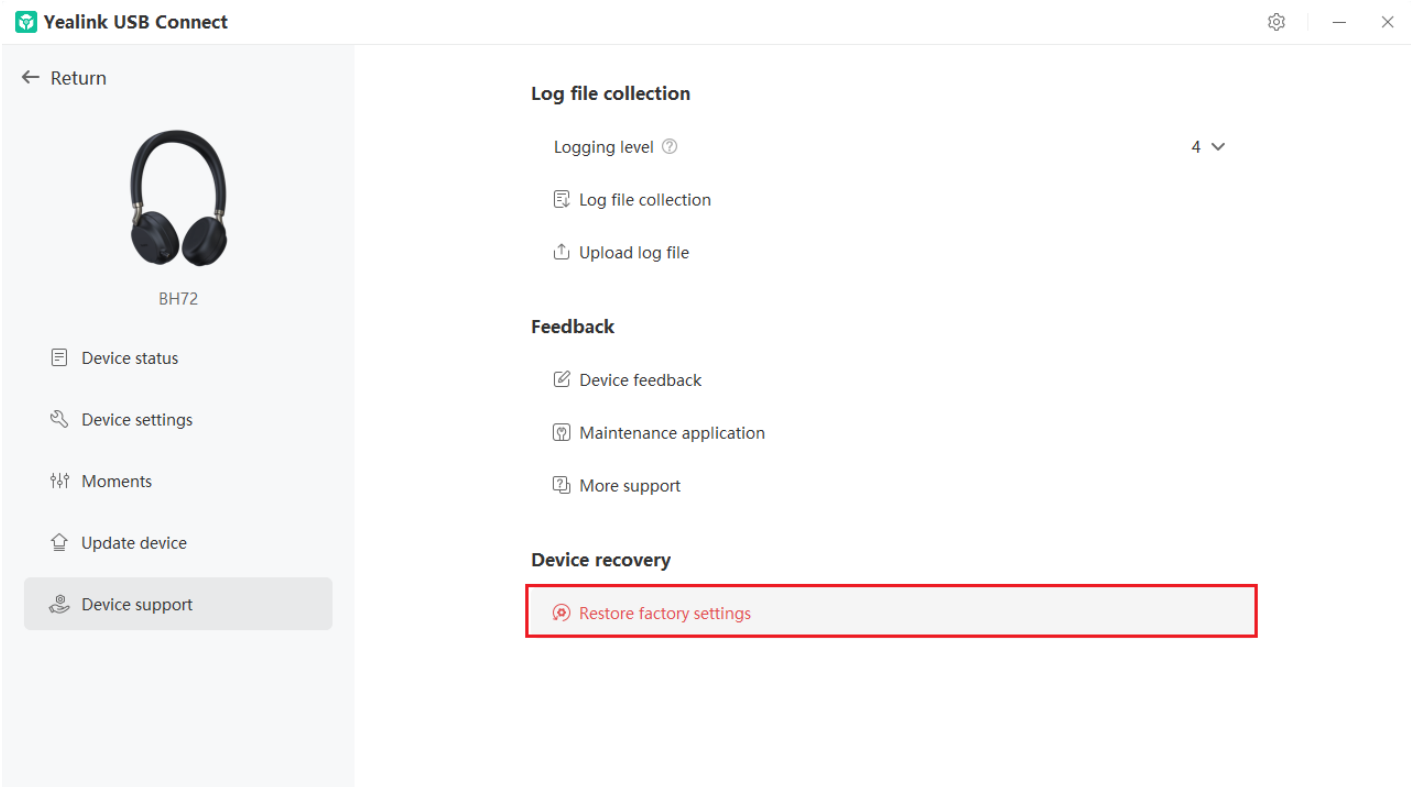
# Device Recovery

## Restore Factory Settings

The following takes BH72 for example.

**Procedure**

1. Open the Yealink USB Connect software and select the desired device CARD.
2. Go to **Device settings > Device support**.
3. Select **Restore Factory Settings**.



**FAQ**

**TIP**

If you encounter a problem or can not complete an action, use [Troubleshooting](\13. Service or Repair\03. Troubleshooting) to identify and resolve the problem. If you still do not solve the problem, please refer to the FAQ for troubleshooting.

**How to reset BH7X series Headset?**

## Bind BH7X to YMCS Platform

## Bind BH7X to YMCS Platform

### Introduction

Yealink Management Cloud Service (YMCS) is based on cloud architecture and has various management functions. The management platform allows enterprise administrators to deploy and configure Yealink devices used in an enterprise.

Enter the address of YMCS (<https://ymcs.yealink.com>) in the browser. For more information, please refer to [Yealink Management Cloud Service](#) or contact Yealink technical support.

### Browser Requirements

YMCS supports the following browsers:

Browser	Version
Firefox	55 or later
Chrome	55 or later
Internet Explorer	11 or later
Safari	10 or later

### How to Bind

You can refer to the video to bind your devices.



The video could not be loaded

## Glossary

### BH7X Glossary

Please refer to [Glossary](#).

## Service & Repair

## How to Report BH7X Issues to Yealink

## Introduction

### How to Report the Issue to Yealink?

For headset issues, click the link below and fill out the form. Next, you can open up the Yealink USB connect to get your firmware version. Then type a description of your problem and submit it. It will then ask for your contact information, including your email address. Yealink will typically respond within 24 hours.

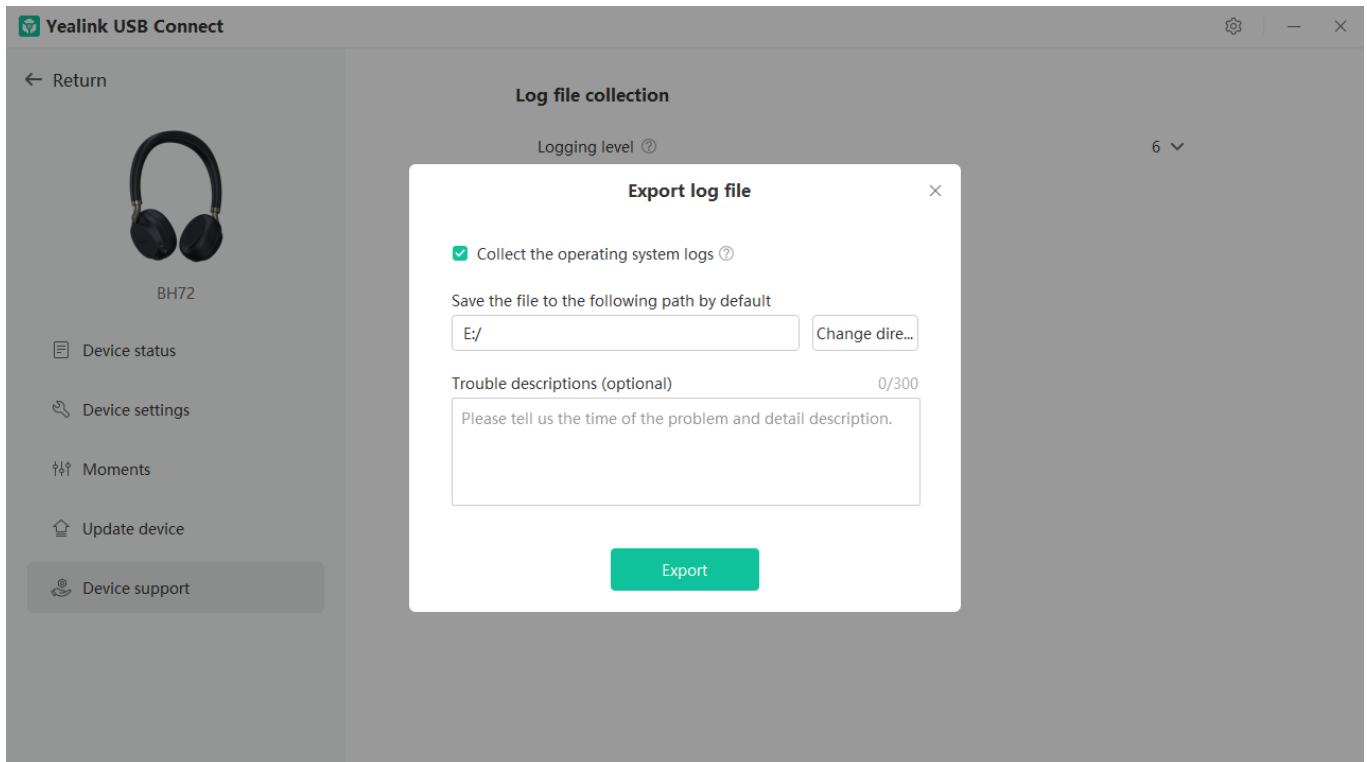
<https://ticket.yealink.com/page/create-ask.html>

### How to Collect Diagnostic Files?

Yealink Bluetooth headsets support analyzing the headset problem. You can export these files simultaneously via Yealink USB Connect Tool and troubleshoot if necessary. The diagnostic file format is \*\*.zip.

**Steps:**

1. Go to **Device support > Log file collection** to select **Collect operating system logs** on the Yealink USB Connect
2. Click **Export**.



Here is the FAQ for more details.

<https://support.yealink.com/en/portal/knowledge/show?id=0be9481fbb00a3c9a4d210a9>

**Related Topic**

- [Reproduce Issues](#)
- [New Feature Request](03. New Feature Request.md)

## Reproduce Issues

**Detailed Issue Description**

*\* [Headset type and version] + [connected device info, how to connect the device to Base, and how many?]*

*\* Steps to reproduce the issue.*

*\* Probability of this issue? Inevitable or accidental?*

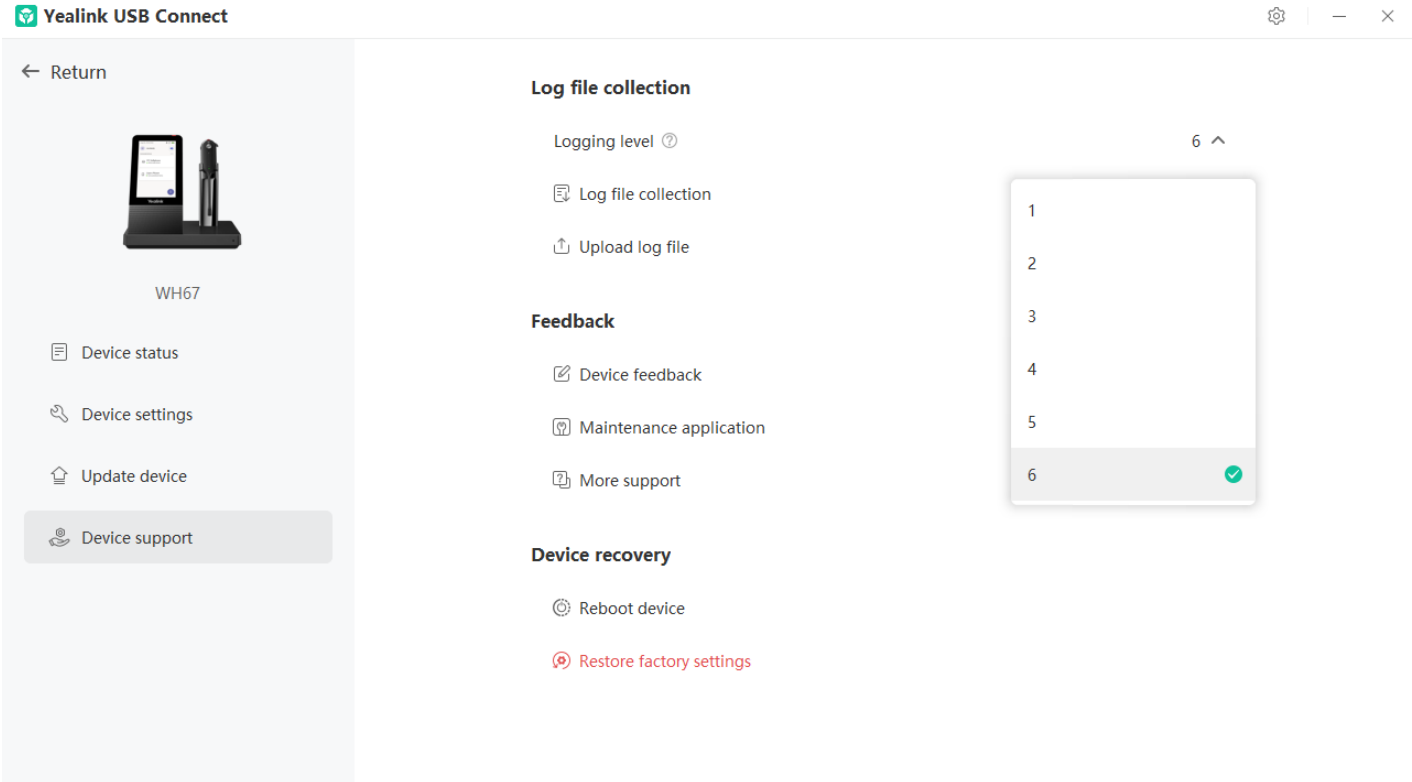
*\* Is there any other information you want to share? Any troubleshooting you have done?*

**Reproduce the Issue**

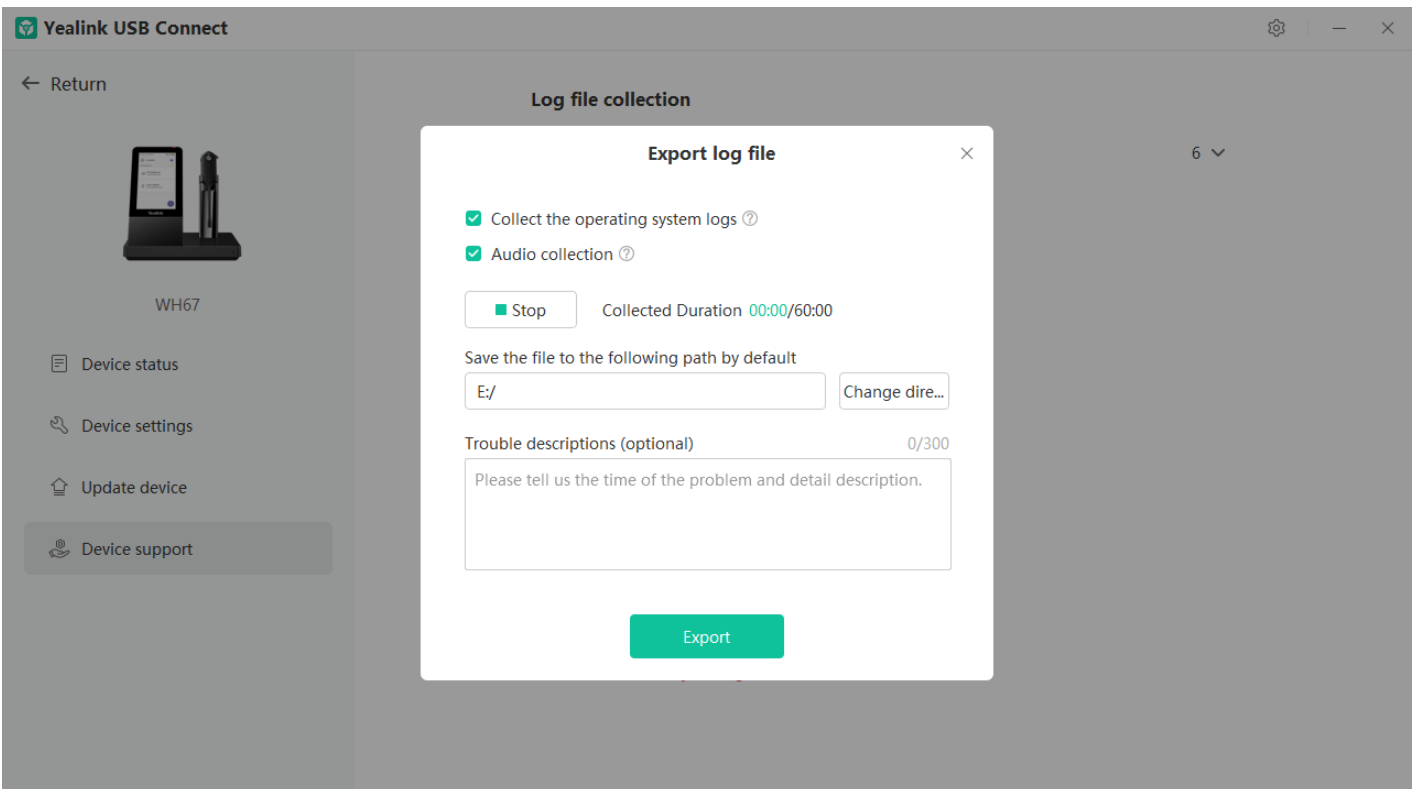
1. Make an audio call, go to **Device support > Log file collection** to select **Collect operating system logs** on the Yealink USB Connect.

**NOTE**

- Before using, please connect the base and headset to the PC via a USB cable first.
- Before exporting the log file, please select log level 6 or 7 first.



**3. Click Export.**



**4. Then go to the path to get the diagnostic file (with a \*\*.zip format).**

## Get Troubleshooting Files

Create a [ticket](#) to Yealink with: Issue description, and diagnostic files (with a \*\*.zip format).

## FAQ

### How to Get Correct Log from BH7X Bluetooth Headsets?

## New Feature Request

Create a [Ticket](#) to Yealink with for New Feature Request:

Please describe the detailed description of this new feature for us below:

\* *Application scenario*

\* *[How does this function work? Why does the customer need it?]*

\* *Do any other brand headsets support this feature?*

\* *Any business/project information?*

## BH7X Troubleshooting

## What can I do to solve a problem

If the headset does not function as expected, try the following steps to resolve the issue.

- Find the symptoms of the issue in this [Worklink](#), and try any corrective actions listed.
- Charge the headset.  
You may be able to resolve some issues by charging the headset battery.
- Restart the device that is being connected to the headset.  
You may resolve some issues by restarting the connected device such as your PC or smartphone.
- Reset the headset.
- Initialize the headset.  
This operation resets volume settings, etc., to the factory settings, and deletes all pairing information (In addition to Bluetooth Dongle).
- Look up information on the issue on the [Yealink Ticket](#) or [Yealink Support](#) website.

If the operations above do not work, consult your nearest dealer or go to [Yealink Ticket](#) or [Yealink Support](#) for feedback your issue.



## Power & Charge

### Unable to power on the headset

- Make sure the battery is fully charged.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

### The headset is powered off automatically

Make sure the battery is fully charged.

### Charging cannot be done

#### Common

- Try charging with the supplied USB cable.
- We recommend you charge in a place with an ambient temperature between 32 °C and 104 °C. Efficient charging may not be possible beyond this range.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

#### When charging with a USB AC adapter

- Ensure the USB AC adapter is firmly connected to the AC outlet.
- When using a commercially available USB AC adapter, use one capable of supplying an output current of 1.5 A or more.

#### When charging with a PC

- Check the supplied USB Type-C cable is properly connected to the PC's USB port.
- Check the PC is turned on.
- There may be a problem with the USB port of the connected PC. Try connecting to another USB port on the PC if one is available.
- Restart the PC and try the USB connection procedure again in cases other than those stated above.

### Charging time is too long

- When charging with a PC, check that the headset and the PC are directly connected, and not via a USB hub.
- Check that you are using a commercially available USB AC adapter capable of supplying an output current of 1.5 A or more.
- Check that you are using the supplied USB Type-C cable.
- We recommend you charge in a place with an ambient temperature between 32 °C and 104 °C. Efficient charging may not be possible beyond this range.
- Restart the PC and try the USB connection procedure again in cases other than those stated above.

## Available operating time is short

- If you set the following functions, the available operating time of the battery becomes short.
  - Equalizer
  - Sound quality mode during Bluetooth playback: Priority on sound quality
  - Noise canceling function

If you run the above settings simultaneously, the available operating time of the battery becomes even shorter.

- If the headset is not used for a long time, the rechargeable battery usage hours may be reduced. However, the battery life will improve after charging and discharging several times. If you store the headset for a long time, charge the battery once every 6 months to avoid over-discharge.
- We recommend you charge in a place with an ambient temperature between 32 °C and 104 °C. Efficient charging may not be possible beyond this range.
- If the usage hours of the built-in rechargeable battery decrease significantly, the battery should be replaced. Consult your nearest Sony dealer.

## Sound

### No sound

- Check that both the headset and the connected device are turned on.
- When playing music, check that the headset and the transmitting Bluetooth device are connected.
- When using a video calling application on a PC, check that the headset and the PC are connected via Bluetooth connection.

Depending on the video calling application you are using, microphone settings may not be available.
- When you connect with 2 devices simultaneously with a multipoint connection, depending on the connected device, the device may keep sending the silent signal even if the playback of the music or video is stopped. In this case, the headset remains connected to the device, and the connection may not be changed to another device. If the sound from the second device cannot be heard after the playback is stopped on the first device, operate in the following order and check whether the situation has improved.
  - Stop the playback of the application on the first device.
  - Shut down the application on the first device.
- Turn up the volume if it is too low.
- Check that the connected device is playing back.
- If you are connecting a PC to the headset, make sure the audio output setting of the PC is set for a Bluetooth device.
- Pair the headset and the Bluetooth device again.
- Restart the smartphone or the PC you use.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

## Low sound level

- Turn up the volume of the headset and the connected device.
- Connect the Bluetooth device to the headset once again.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

### **NOTE**

Depending on the connected device, the volume of the device and the headset may or may not be synced. If the volume on a device is not synced to the volume on the headset, it will not be possible to use the device to turn up the volume on the headset once the volume is turned down on the headset. In that case, turn up the volume of both the headset and the connected device.

## Low sound quality, or noise sound can be heard

- Turn down the volume of the connected device if it is too loud.
- Some devices that emit ultrasonic sound waves designed to repel rodents may occasionally be installed at the entrances of commercial facilities or subway stations. Near such devices, the ultrasonic sound waves may cause noise or unusual sounds to be heard from the headset. Leave the place where the noise or unusual sound is heard. Or turn off the noise canceling mode from the Yealink USB Connect software.
- If the headset connects to the previously connected Bluetooth device, the headset may only establish the HFP/HSP Bluetooth connection when it is turned on. Use the connected device to connect via an A2DP Bluetooth connection.
- When listening to music from a PC on the headset, the sound quality may be poor (e.g., difficult to hear the callee voice, etc.) for the first few seconds after a connection is established. This is due to the PC specifications (priority on stable connection at the start of transmission and then switches to priority on sound quality several seconds later) and is not a headset malfunction.

## Sound skips frequently

Communications may be disabled, or noise or audio dropout may occur under the following conditions.

- When there is an obstacle, such as metal or a wall, between the headset and the Bluetooth device
- In places with wireless LAN, where a microwave oven is used, electromagnetic waves are generated, etc.
- Where there are other wireless communication audio devices or other people nearby, such as in train station premises or on a crowded train
- If you are enjoying music with your smartphone, the situation may be improved by closing unnecessary apps or restarting your smartphone. If you are enjoying music with your computer, close unnecessary applications or windows and restart the computer.
- Connect the headset and the Bluetooth device once again.
- Reset the headset.

- Initialize the headset, and pair the headset and the device again.

### Noise canceling effect is not sufficient

- Make sure the noise canceling function is turned on.
- Adjust the headset to a comfortable position.
- The noise canceling function is effective in low-frequency ranges such as airplanes, trains, offices, near air-conditioning, and is not as effective for higher frequencies, such as human voices.
- With the Yealink USB Connect, check the setting of **Smart Noise Block**. If you enable **Smart Noise Block**, the effect of noise canceling is reduced. You should enable **Noise Suppression**.

## Connect

There are several reasons why the phone may not find the headset while the headset is in pairing mode.

### What can I do if the pairing steps are not successful

If the pairing steps are not successful, try the following troubleshooting steps. Try re-pairing after you complete each troubleshooting step.

- Restart your mobile device by turning it off and on.
- Restart your headset by turning it off and on.
- Ensure your headset is in pairing mode.
- On your mobile device, turn Bluetooth off and on.
- Try to pair your headset using a different mobile device. This is to confirm that a different mobile device will find and pair with your headset.
- Ensure your headset is updated with the latest firmware version.
- Reset your headset.
- If you still cannot pair your headset with your mobile device, contact support.
- Delete the headset from your phone's list of paired devices.

### Pairing cannot be done

- Bring the headset and the Bluetooth device within 1 m (3 feet) from each other.
- When pairing a device for the first time after purchase or after initializing or repairing the headset, turn on the headset and put the headset enter pairing mode. To pair a second or subsequent device, press and hold **Call Control** button on the headset for about 5 seconds to enter pairing mode.
- When pairing a device once again after initializing or repairing the headset, you may be unable to pair it if it retains pairing information for the headset (smartphone or other devices). In this case, delete the pairing information for the headset from the device and pair them again.
- Restart the connected device such as a smartphone or a PC you use, and pair the headset and the device again.
- Initialize the headset, and pair the headset and the device again.

### Unable to make a Bluetooth connection

- Check that the headset is turned on.
- Check that the Bluetooth device is turned on and the Bluetooth function is on.
- If the headset automatically connects to the last connected Bluetooth device, you may fail to connect the headset to other devices via Bluetooth connection. If this is the case, operate the last connected Bluetooth device and disconnect the Bluetooth connection.
- Check if the Bluetooth device is in sleep mode. If the device is in sleep mode, cancel the sleep mode.
- Check if the Bluetooth connection has been terminated. If terminated, make the Bluetooth connection again.
- If the pairing information for the headset has been deleted on the Bluetooth device, pair the headset with the device again.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

## Update

If any of these messages appear during the software update, follow the instructions provided to continue with the update.

### Possible Causes

If any of the issues above occur, the following conditions might cause the update to stop before it completes.

- The headset and mobile device have an unstable Bluetooth connection.
- The headset or mobile device has a low battery.
- There is signal interference, such as from a wireless LAN or other wireless devices.

### Troubleshoot Issue

- Turn off power to all Bluetooth devices connected to the mobile device being used for the update.
- Turn off the mobile device. Then turn it back on.
- Close the Yealink Connect app (Only BH72/BH76) or Yealink USB Connect.
- Open the Yealink Connect app (Only BH72/BH76) or Yealink USB Connect again.
- Fully charge your headset and mobile device.
- Initialize the headset, and pair the headset and the device again.
- Unplug and plug the headset via a USB cable.

### Perform Update Again

Check the following conditions first and then perform the update again using the Yealink Connect app or Yealink USB Connect.

- Turn off or close all other apps running on the mobile device/PC.

- Keep the headset as close to the mobile device as possible.
- Keep other devices that transmit radio waves, including Bluetooth and Wi-Fi® devices, away from the headset and the mobile device.
- When using an iOS device (iPhone, iPad, etc.), turn off the Google Assistant settings.

## Clean

Please follow these hygiene practices and keep your products clean.

1. Rub the cloth with a bit of regular soap and water, and dry the excess liquid to prevent the fabric from dripping. Use only soap and water - do not use a strong cleaner.
2. Gently wipe the headset to ensure no foam on the surface.
3. Leave the headset for at least one minute.
4. Wipe the surface with a slightly damp cloth (water only).
5. Dry in the air.
6. If you do not use the headset, avoid contact with dirty surfaces to keep it clean. If the headset comes with a charging cradle, you can insert it into the cradle or place it in a protective case/bag.

## Whitepaper

### Security Whitepaper

#### 1. Overview

With the rapid development of IoT, Bluetooth technology is widely used in different fields, and enterprises are paying more and more attention to security requirements. When Yealink provides users with high-quality business Bluetooth headsets in the mixed office field, it not only pays attention to the high-quality audio experience but also pays attention to the risks brought by Bluetooth in terms of security. By practicing the best security practices of the Bluetooth industry, Yealink provides reliable headset products for end users and enterprises.

Yealink passed the GB/T 22080-2016/ISO/IEC 27001:2013 safety system certification in July 2022. ISO/IEC 27001 is an international standard for safety best practices accepted by a wide range of users, and the system certification establishes a safety implementation process for the product and means that the company is Continuous investment and optimizing.

This article explains the working principle of Bluetooth security and the security level of Bluetooth to help users and security practitioners understand the security architecture and security solutions of Yealink Bluetooth headset products clearly. This article is mainly divided into the following sections to explain: Bluetooth working principle, Bluetooth security transmission and Bluetooth security management.

This article applies to models: BH71 Series, BH72, and BH76

## 2. Bluetooth Working Principle

Bluetooth is a wireless communication technology standard that communicates over short distances via the 2.4G wireless frequency band. By following Bluetooth security best practices, the risk of an attacker obtaining access to Bluetooth signals for eavesdropping and access control is minimal. Bluetooth requires the following security verification steps to be performed during the connection establishment process:

- **Pairing:** Create a shared key
- **Binding:** Store the key after pairing and use it during subsequent connections to form the behavior of trusted devices
- **Authentication:** Verify that both sides of the Bluetooth communication have the same key
- **Encryption:** The information transmitted wirelessly needs to be encrypted to prevent direct theft and analysis
- **Message integrity verification:** prevent messages from being forged and exploited by third parties
- **Secure and simple pairing:** prevent passive eavesdropping and man-in-the-middle attacks

## 3. BLT Security Transmission

Mandatory levels in the authentication and encryption security processes are defined in the BR/EDR/HS standard.

- **Security Mode 1:** The device is insecure, and security features are disabled forever.
- **Security Mode 2:** Service-level enforced security mode, in which authentication and encryption are performed in the controller.
- **Security Mode 3:** Link-level enforced security mode requires all connections to be authenticated and encrypted before they can be made, so the search service cannot be performed even before authorization and encryption.
- **Security Mode 4:** Service-level enforced security mode, where the security feature is activated after the physical and logical connections are established. This mode uses Secure Simple Pairing (SSP), where the ECDH key protocol is used for link key generation.

Yealink's Bluetooth devices use Bluetooth version 5.0 or later and use Security Mode 4 with a service level 3.

### 3.1 Pairing

The pairing process requires the device to enable Open Discover, and the user must enter Bluetooth pairing mode to complete the pairing. The Open Discover will be disabled automatically after 300S, and Workstation can be disabled by configuring the timeout. During the pairing process, the device uses P-192 Elliptic Curve to calculate the Link Key and then creates a shared key after the pairing is completed. Only the public key will be transmitted in the wireless signal during the encryption process, and the private key will not be transmitted in the wireless signal, so the attacker cannot steal the decrypted private key.

When paired with multiple Bluetooth devices, the Link Key calculated by P-192 Elliptic Curve is one-to-one and not shared with other devices.

### 3.2 Binding

After successful pairing, the key is stored in both devices. While ensuring successful pairing without repeating pairing each time, Yealink's device has the function of disk encryption to protect the security of the key in the device. It is difficult for an attacker to obtain the key of Yealink after pairing it to simulate another device to attack and crack the data transmitted wirelessly.

### 3.3 Encryption

After the devices are successfully paired, Bluetooth encrypts the voice and control streams with data in the device's controller using the key between trusted devices at the time of pairing, using E0 encryption. Only the paired devices know the information necessary to perform encryption and decryption, and the key is never sent over the air. This makes it difficult for eavesdroppers to obtain any information from the data, even if they can access it.

### 3.4 Risk Analysis and Assessment

- **Wiretapping**  
Attack method: Third-party access through Bluetooth to listen to calls or use interception of wireless signals to parse out the data stream.  
Risks: High security, pairing needs to be actively triggered, requires a physical connection to get the key Low feasibility.
- **Third Access Control**  
Attack Method: Crack Bluetooth's identity and encrypted information through low-security authentication.  
Risk: High security. Yealink uses Bluetooth version 5.0 or later and completely removes insecure authentication methods.
- **Man-in-the-middle attack**  
Attack method: Control the device by message interception, tampering and forwarding to other devices.  
Risk: High security, the attacker needs to be close to the attack target in order to implement, beyond the wireless range cannot be implemented. Actually, this type of attack is a low likelihood of implementation.

## 4. Security Management

### 4.1 Code Security Standards

**Key management:** The core key management adopts a dedicated and special strategy with minimal privileges so ordinary engineers cannot access and obtain the keys.

**Code management:** Yealink has strict coding security requirements inside, and every code update will review the code and perform reliability verification. Device-related code libraries have strict permission management mechanisms and requirements. It is strictly forbidden to upload to public or semi-public services such as Github, Gitee and other public code bases without permission to prevent source code leakage.

**Secure Environment:** Yealink's security team and IT department regularly perform static and dynamic vulnerability scans and penetration tests for both production and internal network environments to ensure that software development, firmware packaging, and device production take place in a secure network environment.

### 4.2 Security Emergency Response

Security has always been a priority for Yealink. Industry security technology is constantly iterating, and Yealink



invests high resources every year to upgrade Yealink security level to ensure that the security level matches the current security technology. If you find a possible security issue during the use of Yealink products, you can contact us in Yealink's Security Center or submit your issue through the Ticket system. We will respond and handle the issue in a timely manner.

Security emergency response is divided into four phases: issue collection, vulnerability analysis, vulnerability repair, and tracking and resolution.

- **Issue collection:** Based on the feedback of security incidents, collect relevant logs and information, and arrange for dedicated personnel to follow up and deal with them.
- **Vulnerability analysis:** Give priority to judging the risk of vulnerabilities based on the problem, and give priority to providing temporary solutions during the processing phase to avoid the expansion of the impact of the problem.
- **Vulnerability repair:** analyze the root cause of the problem, trace the cause of the defects in the design, and solve the vulnerability problem from the root cause in a timely manner.
- **Tracking and resolution:** Check whether all product lines have the same problem, and collect the problems from Yealink's vulnerability database for regular checking.

Technical support can visit Yealink Support for firmware downloads, product documentation, FAQ, and more. For better service, we recommend that you use the Yealink Ticket system to submit technical questions.

## 5. Disclaimers

### 5.1 Declaration

This white paper is for informational purposes only and does not grant any legal rights to any intellectual property in any Yealink product. You may copy and use the contents of this document for your internal use for reference purposes.

Yealink makes no express, implied or statutory warranties with respect to the information in this white paper. For more information about Yealink's BH7X series of headsets, you can visit Yealink's official website, and for more security-related information you can visit [Yealink SECURITY & COMPLIANCE](#).

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## Video Center