Package Contents

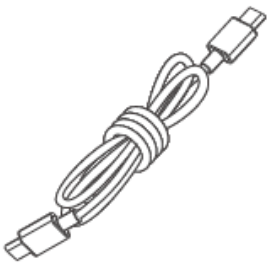
After opening the package, check that all the items on the list are included. If any items are missing, contact your dealer.



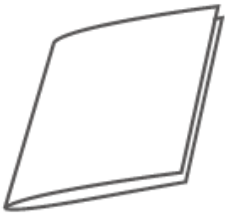
BHM711 Headset



Eartips (S, M, L)
(M is pre-installed)



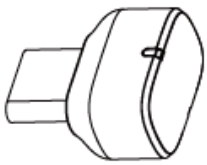
USB Charging Cable
(Type-C to Type-C)



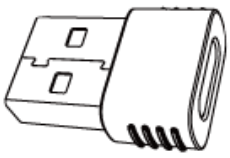
Quick Start Guide



BHC71P Charging Case



BT51C Dongle

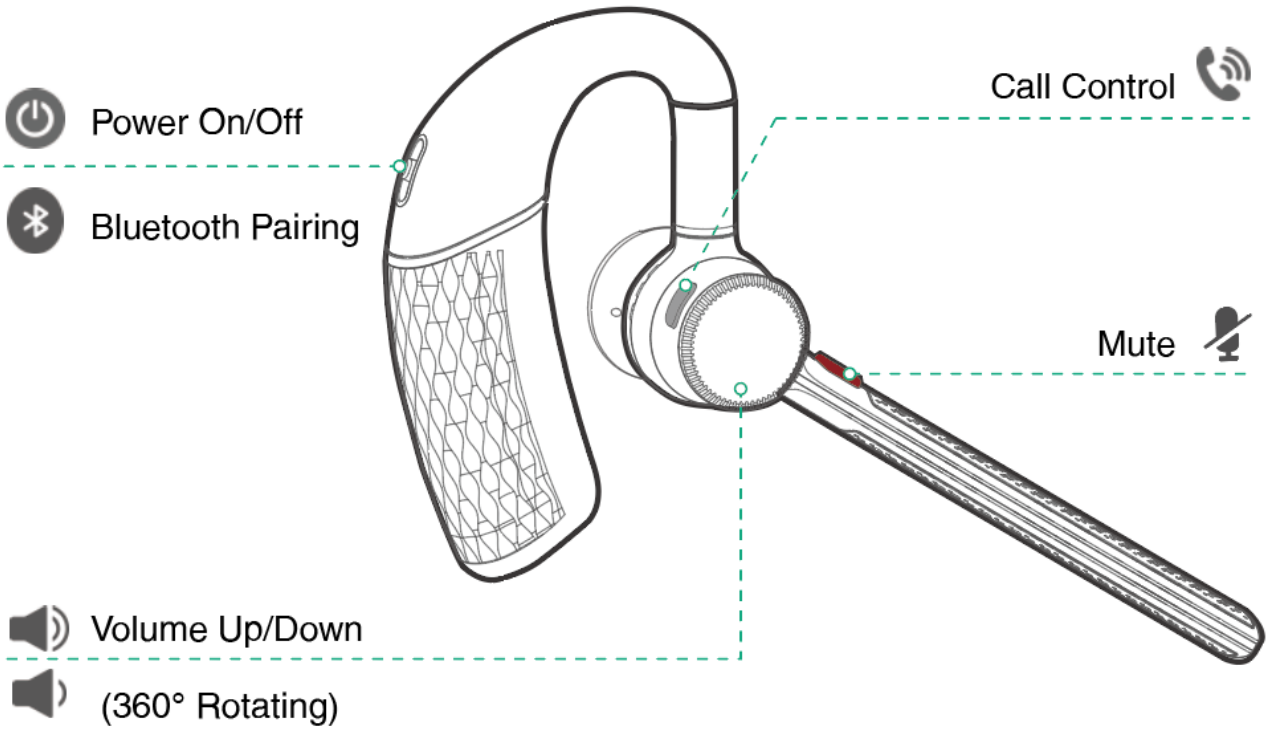


USB C/A Adapter

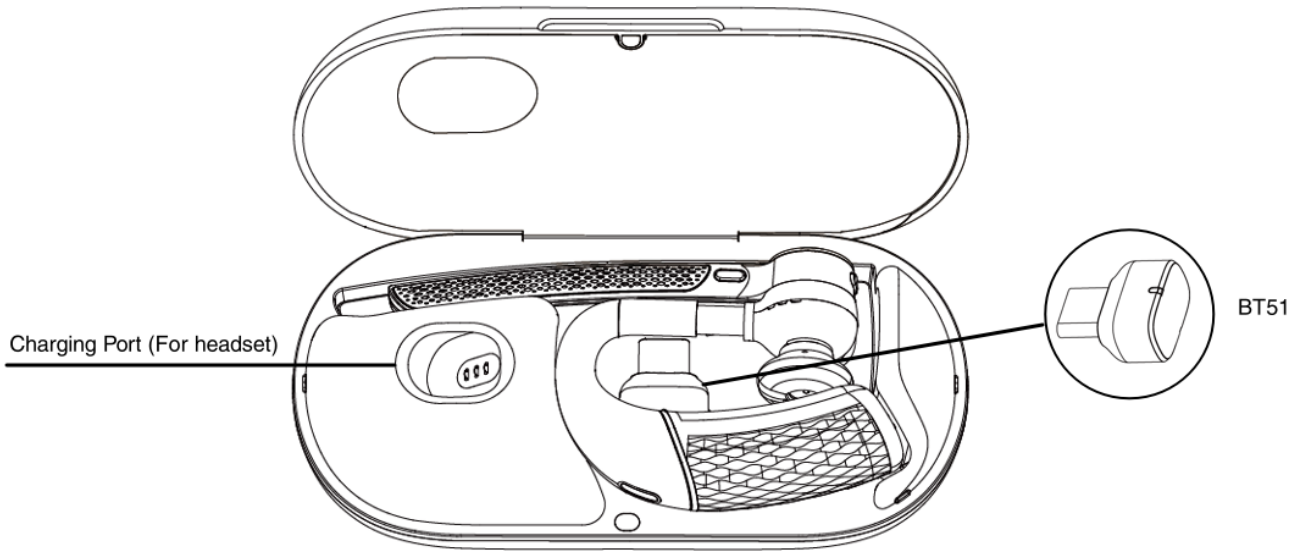
Some third-party accessories may be incompatible with the headset, so we strongly recommend that you use the Yealink accessories only.

Overview

Headset



Charging Case



Power On & Power Off

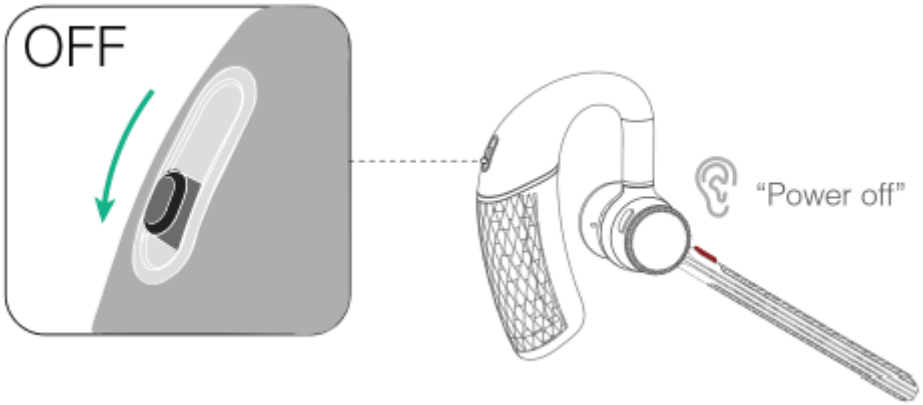
Power On Headset

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



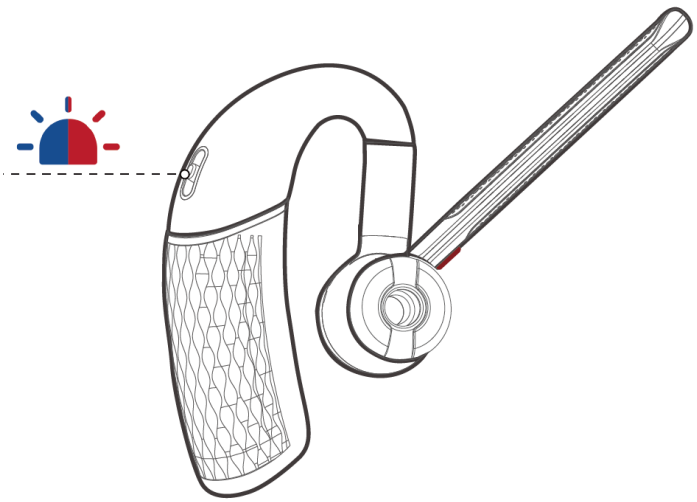
Power Off Headset

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



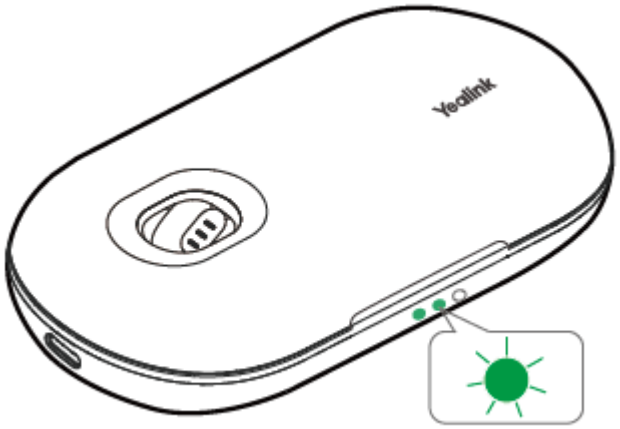
LED Indicator

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



LED Indicator	Description
	Battery high
	Battery medium

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

- 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

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.

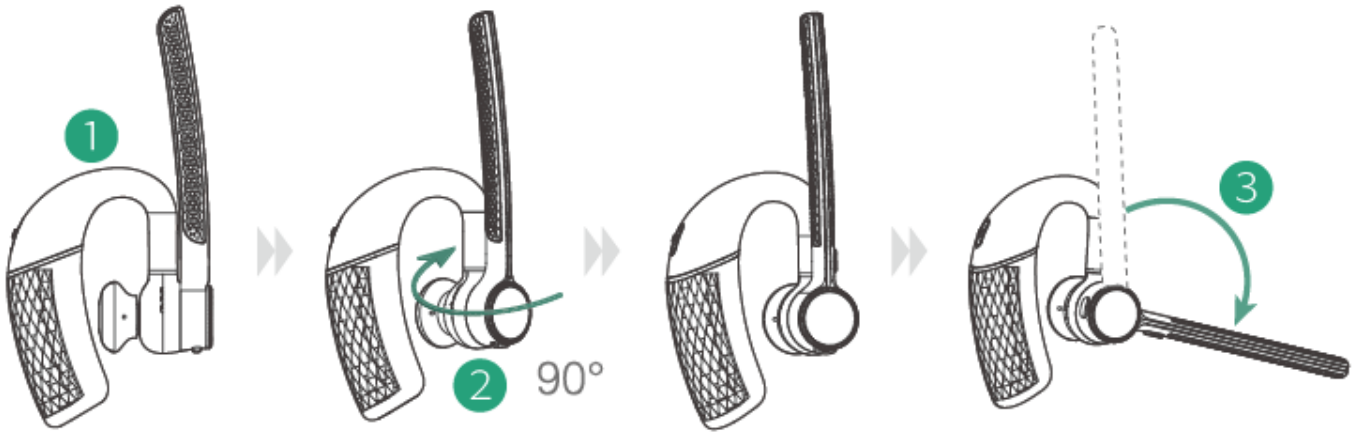
LED Indicator	Description
Flash red and blue fast	Pairing mode
Solid blue	Device connected
Flash blue slowly	Reconnect a device
Solid red	Mute active
Flash purple fast	An incoming call
Solid purple	Microsoft Teams connected/on a call
Flash purple fast	Microsoft Teams notification
Off	No device connect

Fit

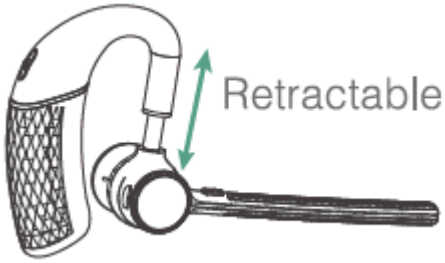
Related Topic: Video: How to Wear the BH71 Headset?

Right Ear Wearing

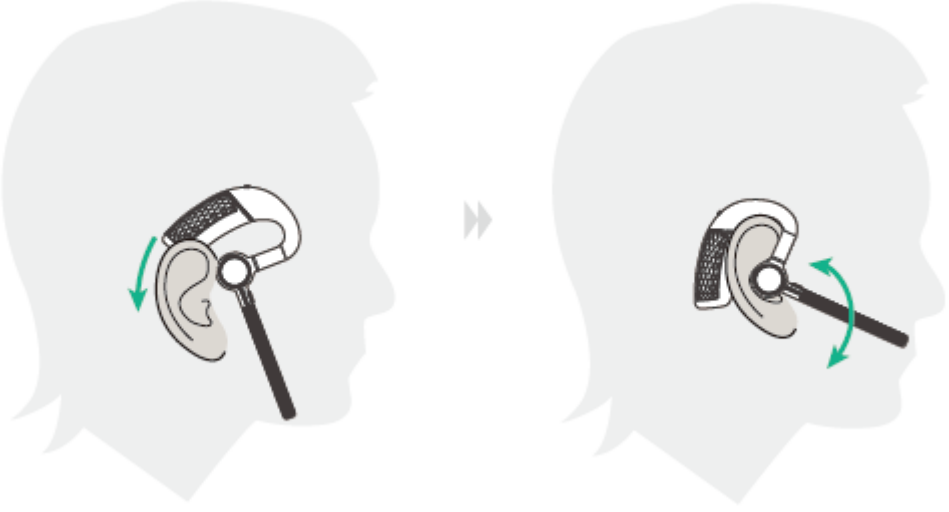
1. Take out the headset, as shown in Figure ❶. Twist the speaker to the left, then rotate the microphone boom down.



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



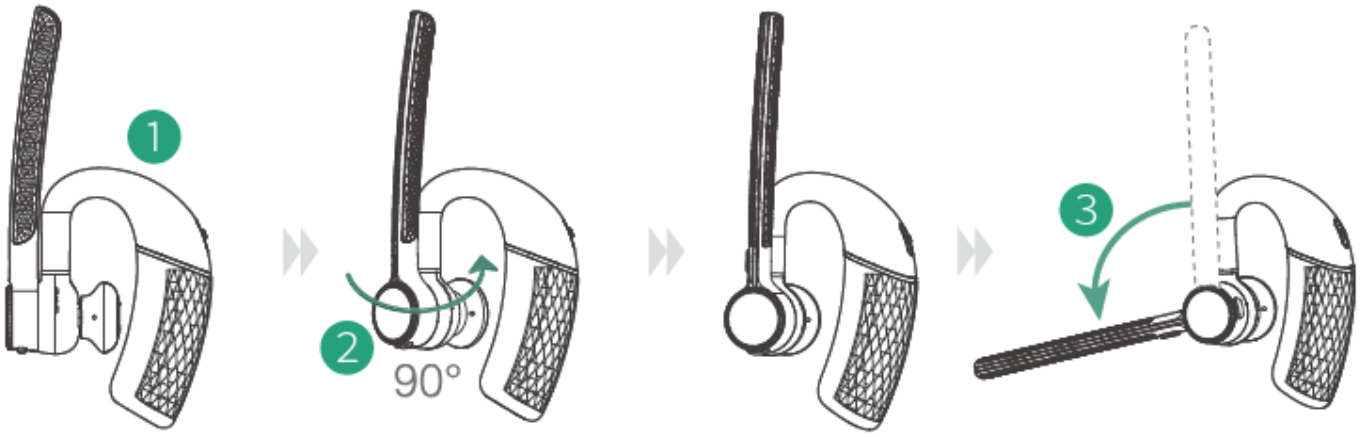
3. Place the eartip in your ear and slide the headset over and behind your ear, and then press gently toward your ear. Fine-tune the headset according to your own situation.



- 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 ❶. Twist the speaker to the right, and then rotate the microphone boom down.

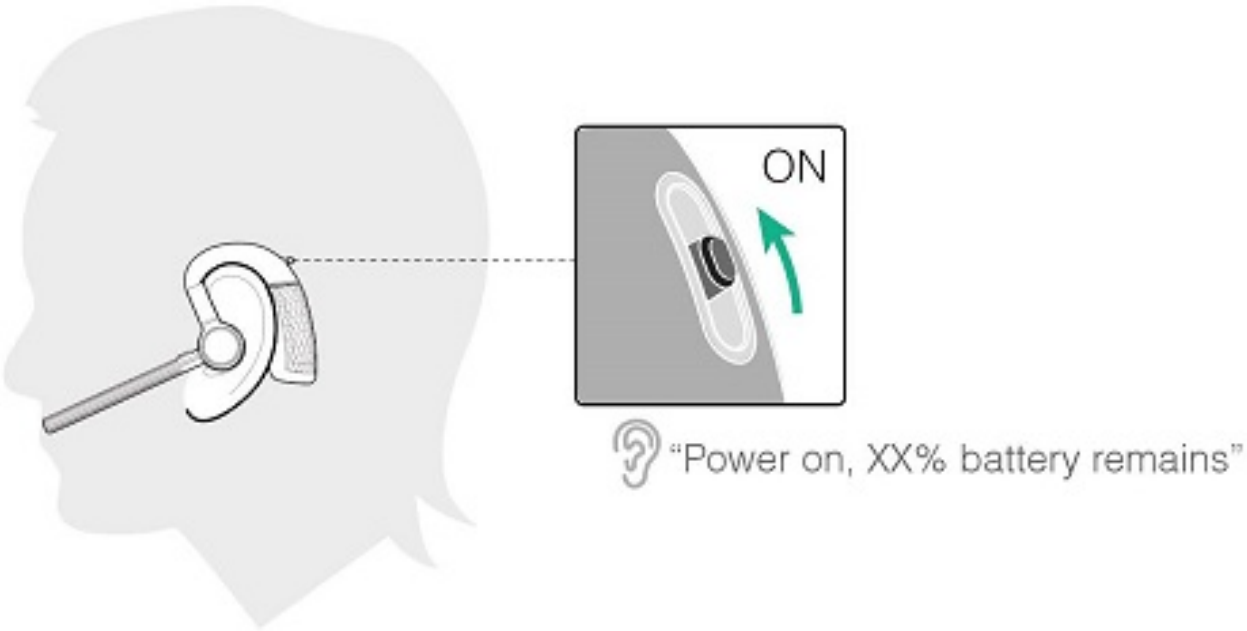


2. Please refer to steps 2 and 3 of the **right ear wearing** for the wearing methods.

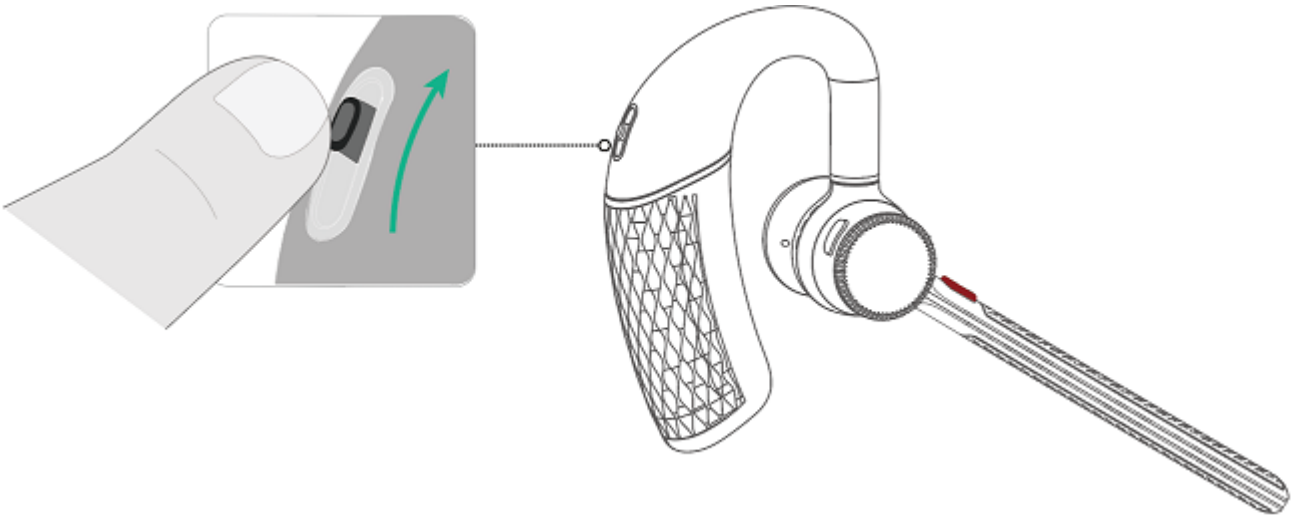
Check Headset Battery Level

Check on the Headset

- **Power on**
- Slide the switch to the power-on position, and the headset will prompt the remaining battery level.

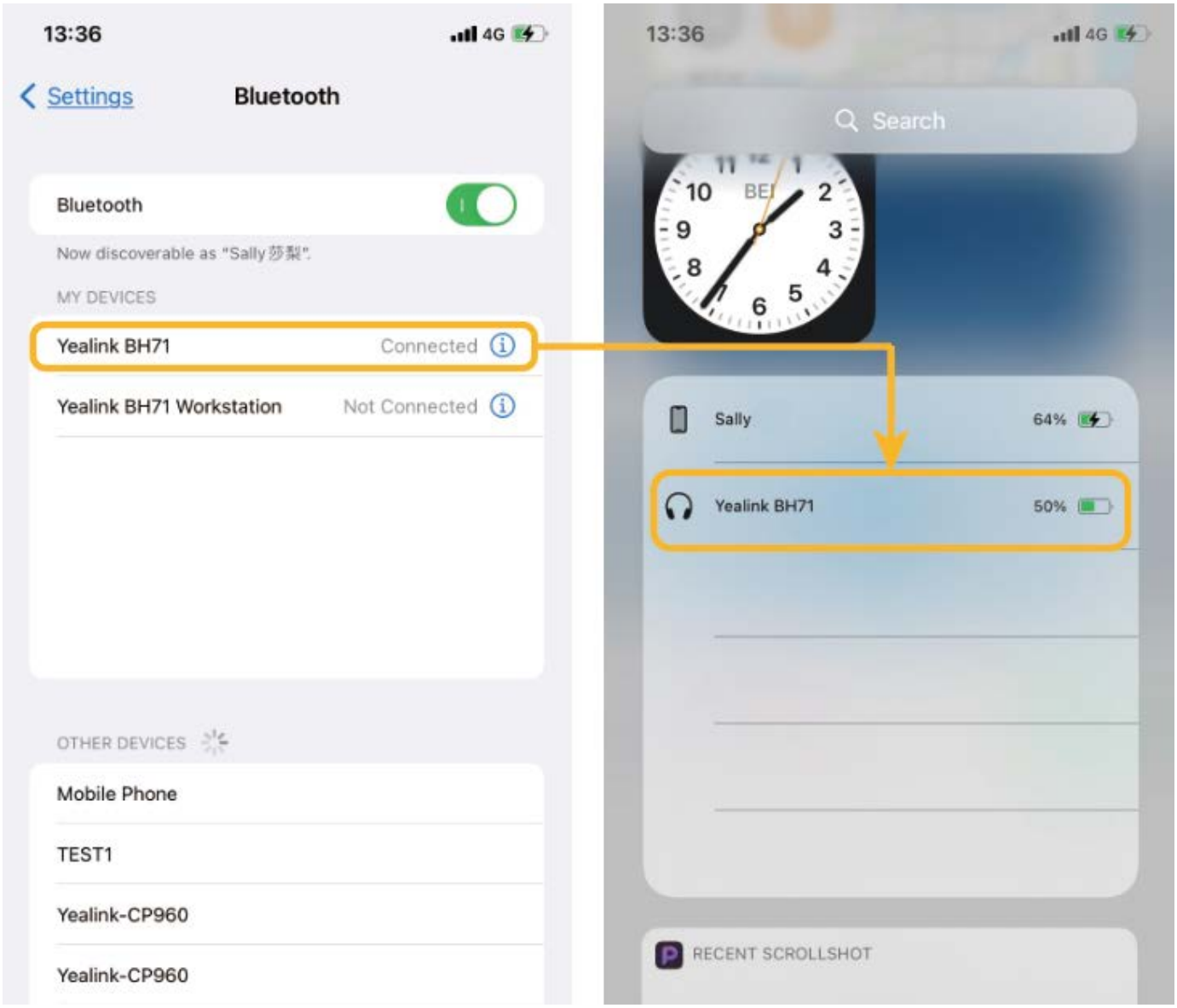


- **Reconnect Bluetooth**
- When the headset is disconnected from the device, slide the switch to the "Bluetooth" position once, and the headset will prompt the remaining battery level and reconnect to the recently connected device.

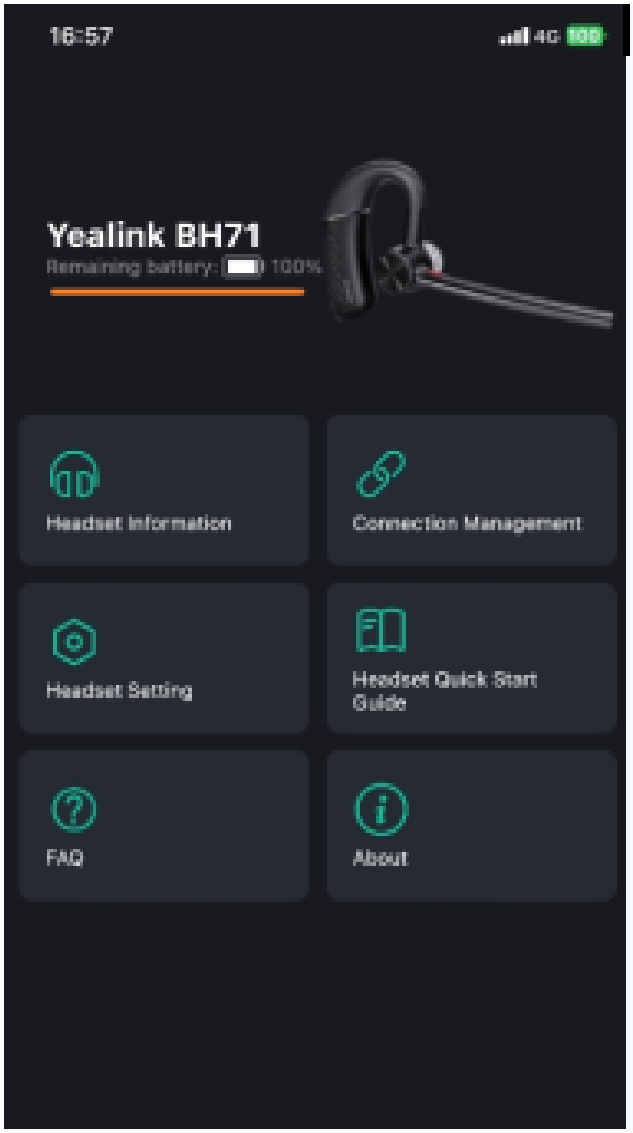


Check on the Mobile Phone

- 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 the Charging Case

It is only applicable to BH71 Pro.

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



- When the headset is not in the charging case and undocked from 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 the Yealink USB Connect

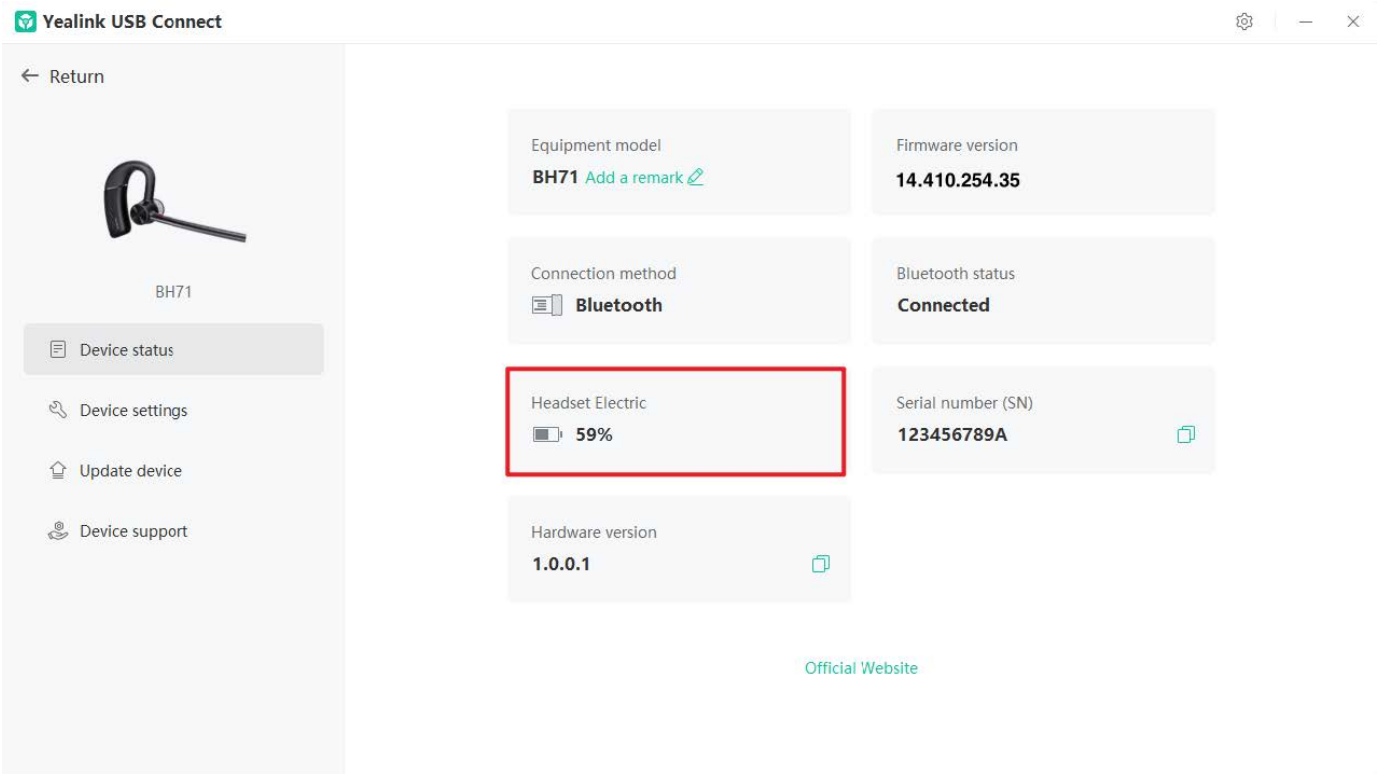
Before You Begin

Download Yealink USB Connect.

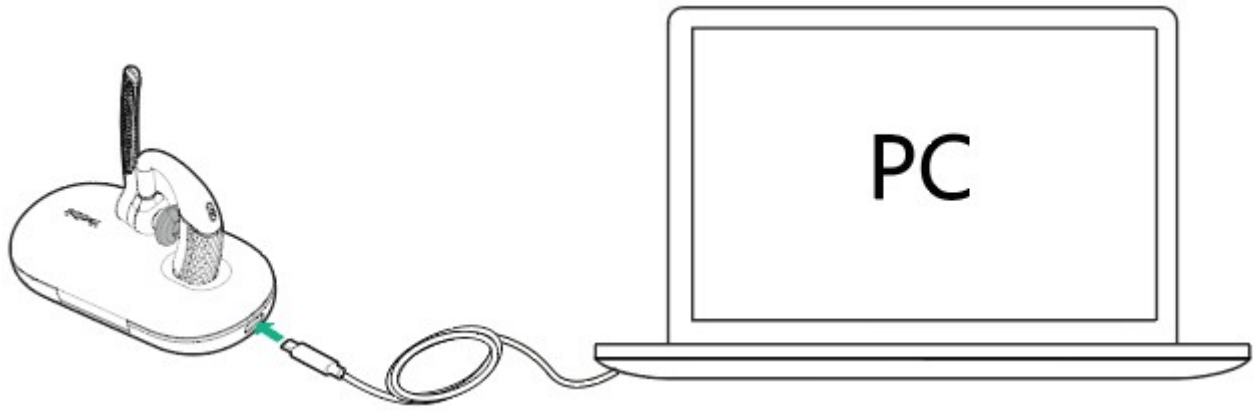
Procedure

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

- Connect the headset to the PC via a BT51 dongle.
- Connect the charging case and headset to the PC via a USB cable.



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



Charge Headset

Introduction

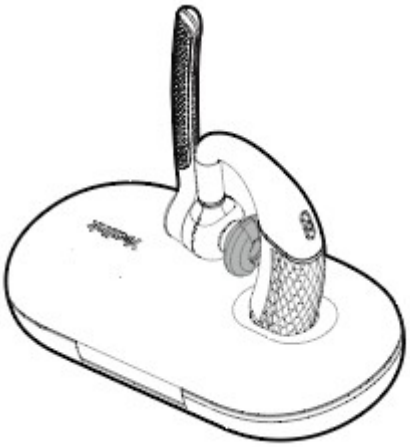
It takes approximately 90 minutes to charge the headset fully, and the LED indicator turns off once the charging is complete.

The other end of the USB cable can be connected to the USB port on your PC or wall charger.

Use the Charging Case to Charge

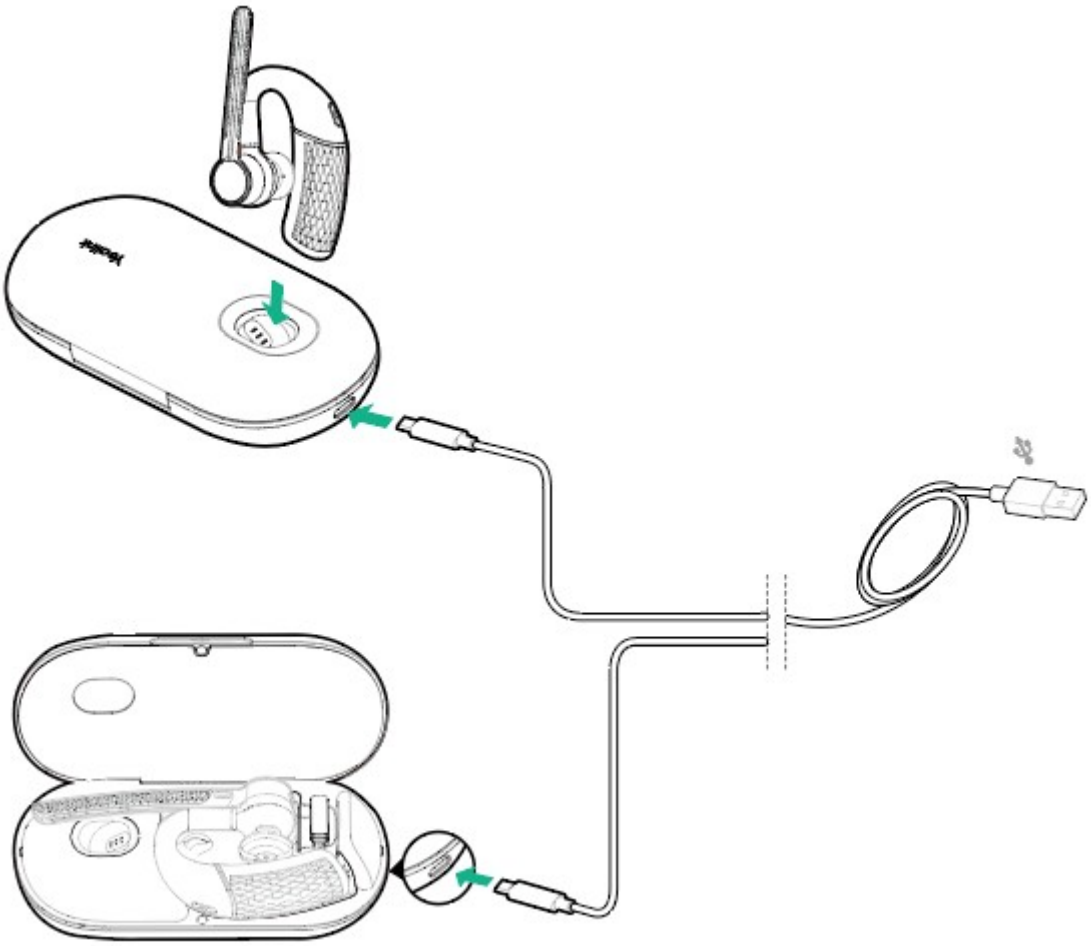
Do one of the following:

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.

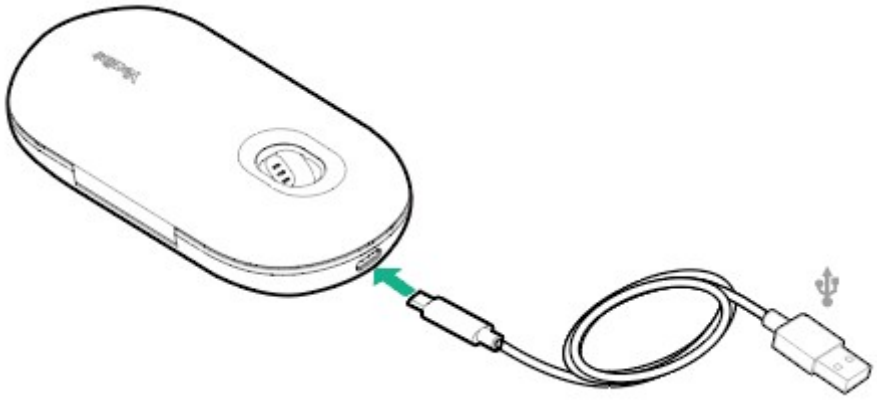


LED Indicator	Description
Flash green	Charging
Off	Charging is complete

- When the headset is not in the charging case and is undocked from 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.

Charge Charging Case

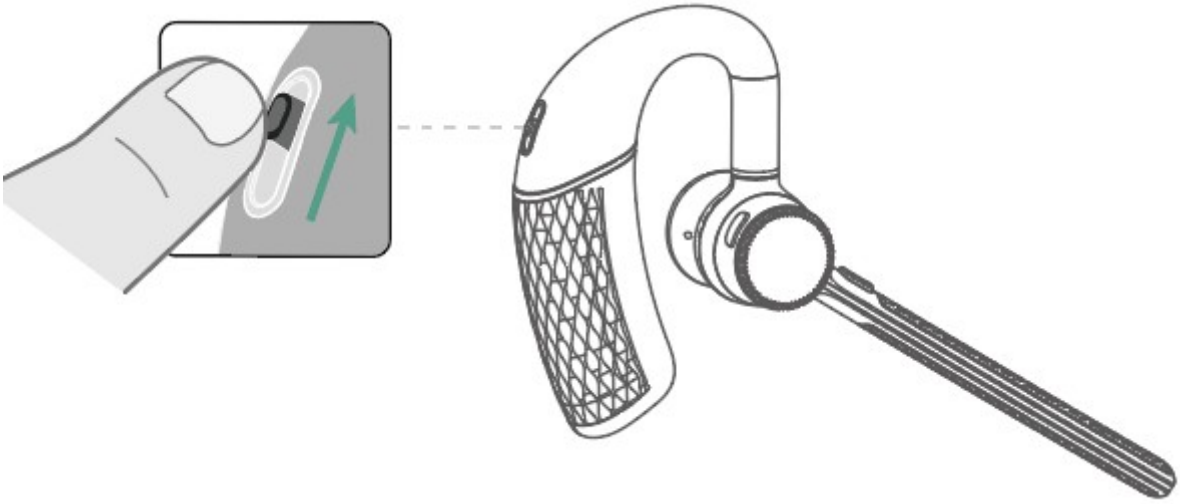
You can connect the other end of the USB cable to the USB port on your PC or wall charger.



- When the headset is not in the case or undocked from 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.

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.



Connect BH71 & BH71 Pro & BH71 Lite Headset to Mobile

Before You Begin

Make sure the headset is in Bluetooth pairing mode.

Procedure

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



The headset can connect to up to two devices simultaneously.

FAQ

Does the BH7X headset support connecting to an iPhone and an Android phone simultaneously?

Yes, the BH7X headset supports pairing with two Bluetooth devices at the same time. Therefore, it can pair with an iPhone and an Android phone simultaneously.

Connect BH71 & BH71 Pro & BH71 Lite Headset to PC

Introduction

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

- Pair the headset with the PC directly
- Pair the headset with a PC via BT51 (For BH71 & BH71 Lite, a BT51 is required separately.)

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.

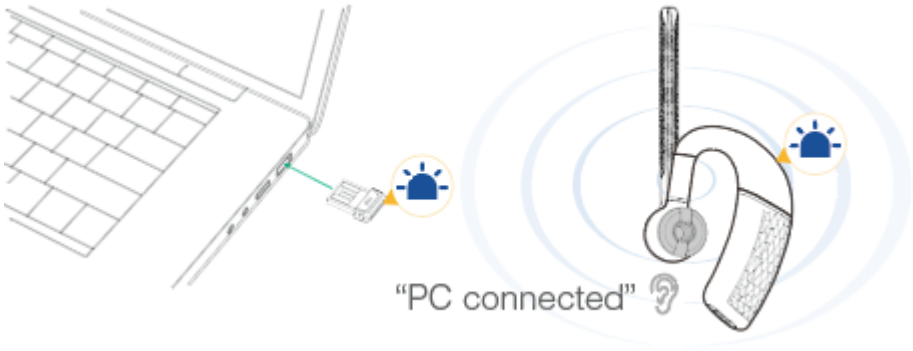
- The headset can connect to up to two devices simultaneously.

Pair with PC via BT51

For BH71 & BH71 Lite, a BT51 is required separately.

The BT51 dongle has been pre-paired with the headset and is ready for use; you just 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.



- The BT51 dongle can only connect to one headset at a time.

- The headset can connect to up to two devices simultaneously.

Manually Pair Headset with BT51 (Optional)

Manually Pair Headset with BT51

The BT51 dongle bundled with the Bluetooth headset comes pre-paired and ready for immediate use. To pair the BT51 dongle with a different headset, or to connect a separately purchased BT51 dongle to your headset, use Yealink USB Connect to complete the pairing process.

Before You Begin

Make sure that the headset is in Bluetooth pairing mode.

Procedure

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

- 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

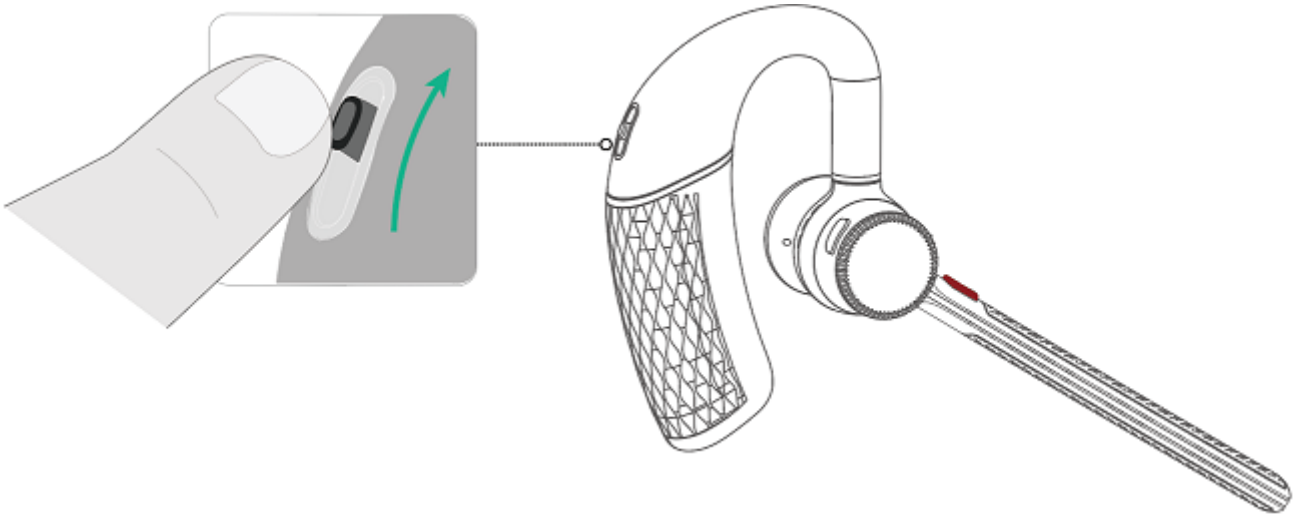
LED Indicator	Description
Fast flashing red and blue	Pairing mode
Solid blue	Device connected
Slow flashing blue	Reconnect a device
Solid red	Mute active
Fast flashing purple	A coming call
Solid purple	Microsoft Teams connected/on a call
Slow flashing purple	Microsoft Teams notification
Off	No device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

Headset Indicator

LED Indicator	Description
Flash red and green alternately • For ZenOffice 32: Flash red and blue alternately	Connecting
Solid green • For ZenOffice 32: Solid blue	Connected

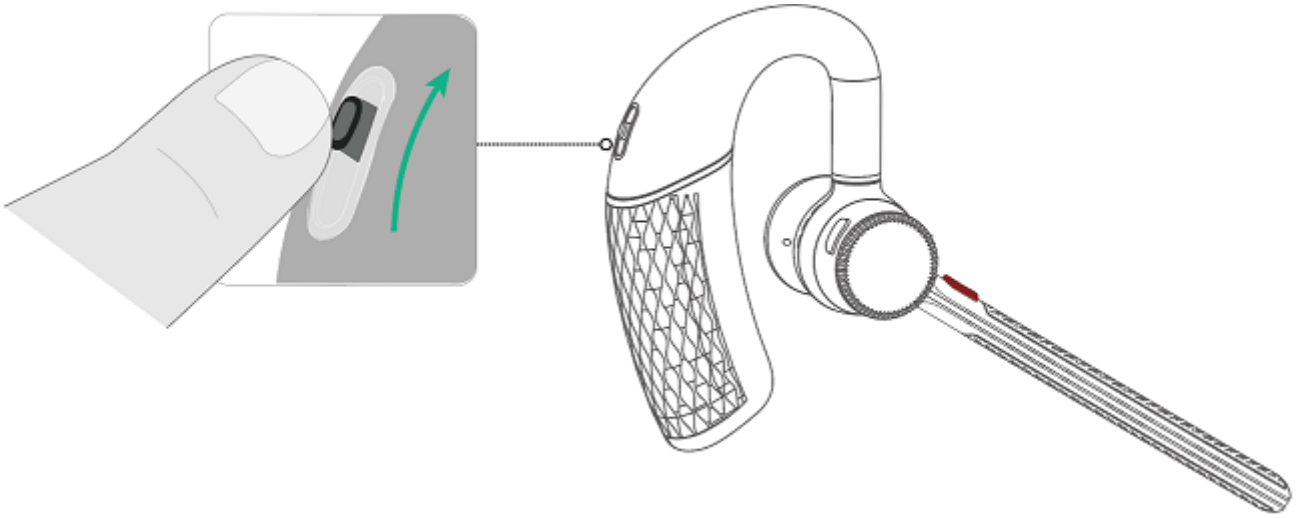
Reconnect BH71 & BH71 Pro & BH71 Lite Headset to Mobile & PC

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 & BH71 Pro & BH71 Lite Headset Pairing

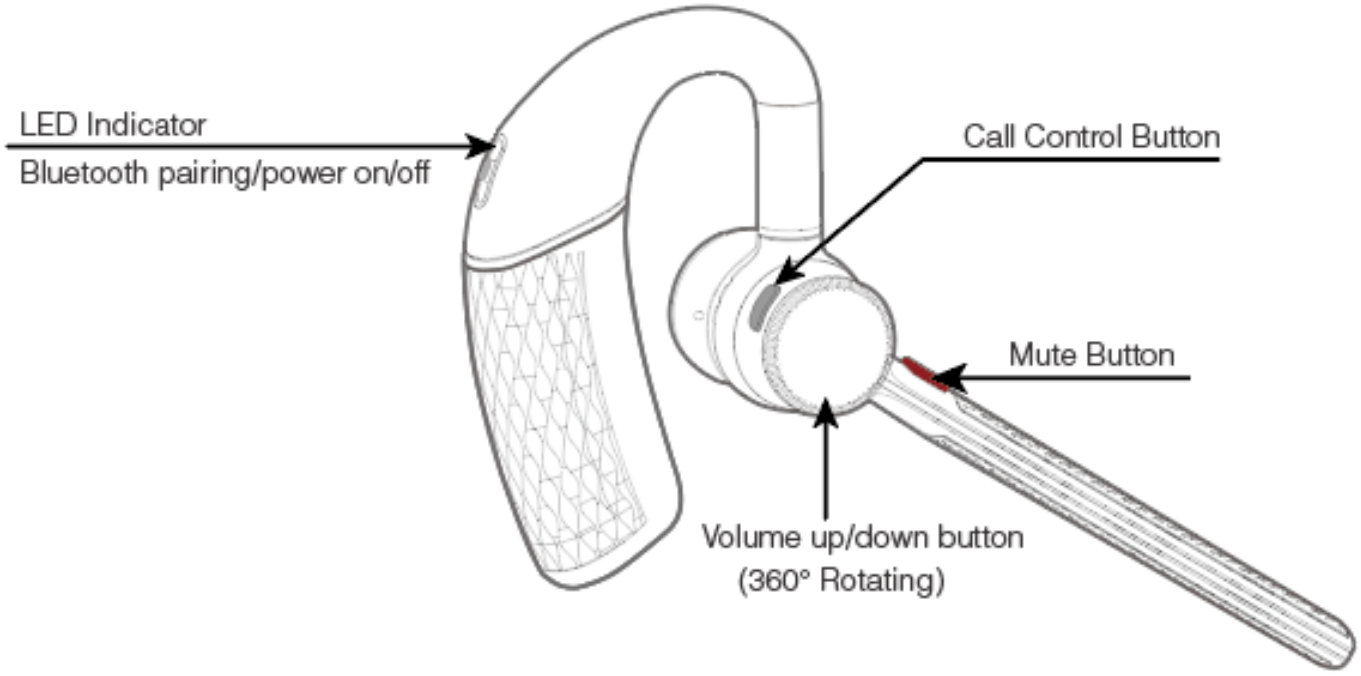
You can also push the button once to cancel the pairing.



Call Control

You can do the following to control BH71 calls.

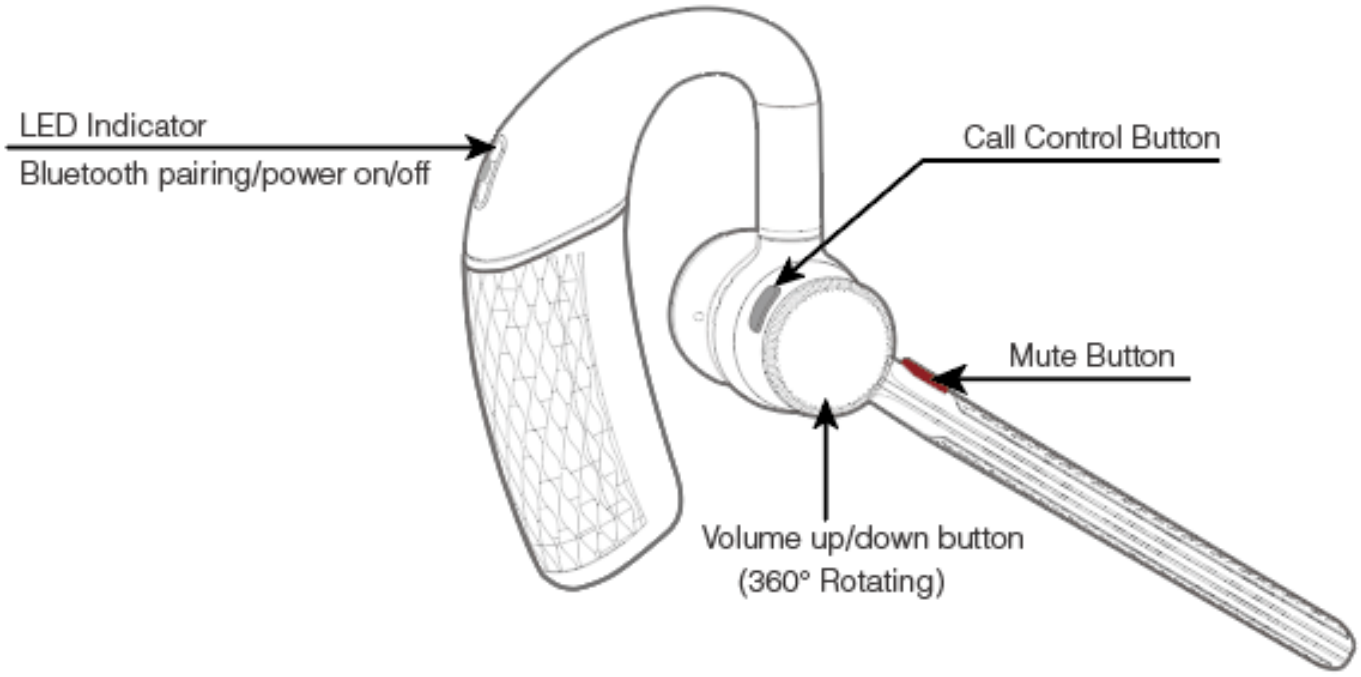
Basic Call



Function	Action
Answer call	Press the **Call Control** button.
End call	Press the **Call Control** button.
Reject call	Double-press the **Call Control** button.
Redial call	Double-press the **Call Control** button. It is not applicable to the Teams software temporarily because of the Microsoft Teams issue.
Mute call	Press the **Mute** button.
Hold call	Press and hold the **Call Control** button for 2 seconds. It is only applicable to the UC platform.
Cortana	In the idle status, activate Cortana (requires Microsoft's support).
Teams client	In the idle status, invoke the Teams client.

Multiple Calls

It is not applicable to the Teams software temporarily because of the Microsoft Teams issue.



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

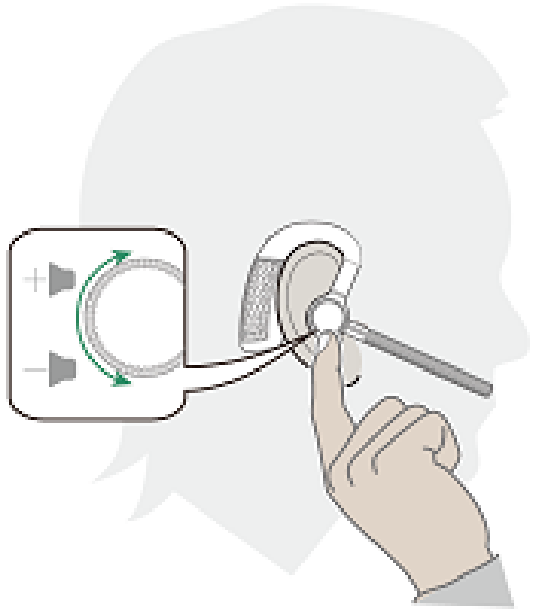
Adjust Volume

Adjust Volume

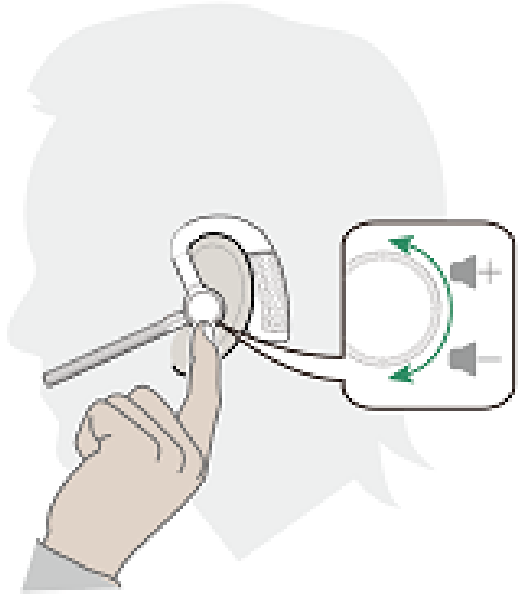
You can do the following to adjust the BH71 headset volume.

> 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**



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.

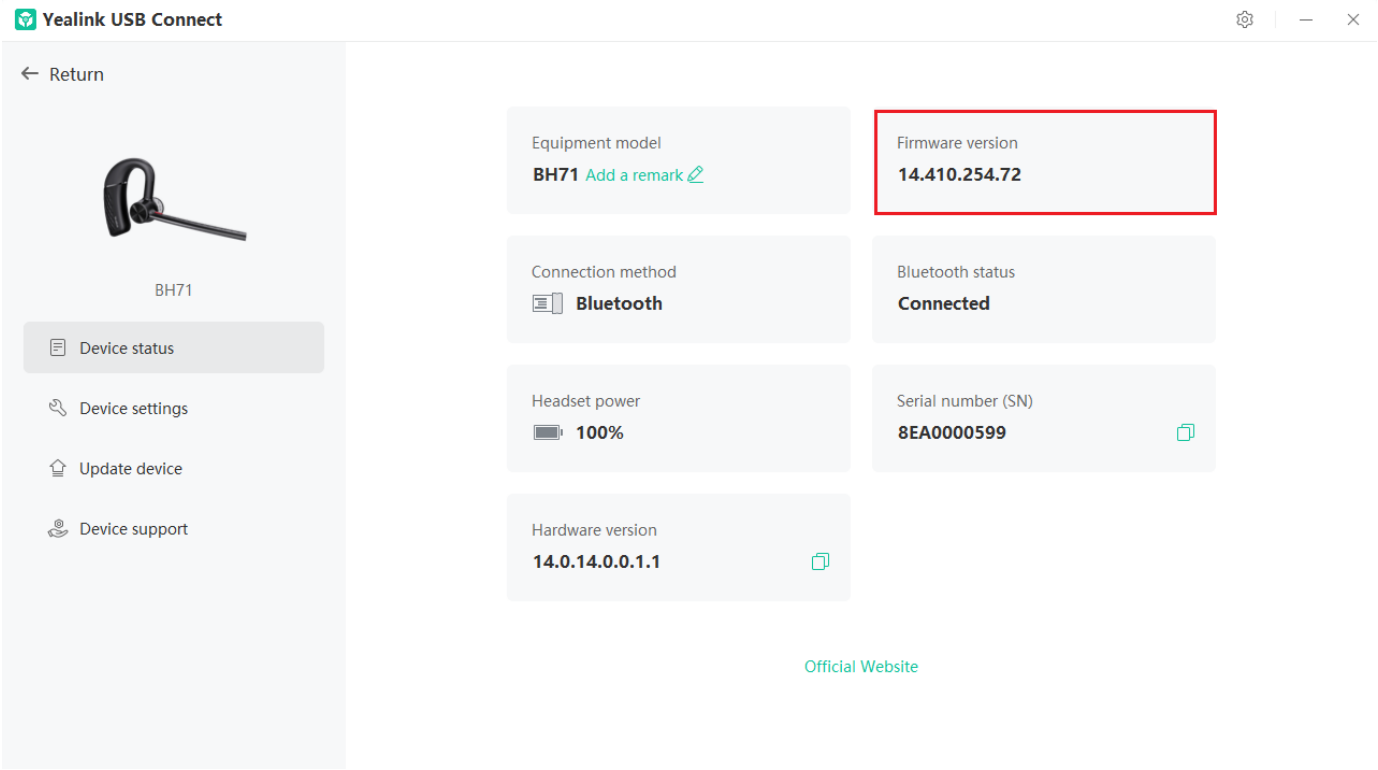
Check Firmware Version

Before You Begin

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

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.

Update via Yealink USB Connect (PC)

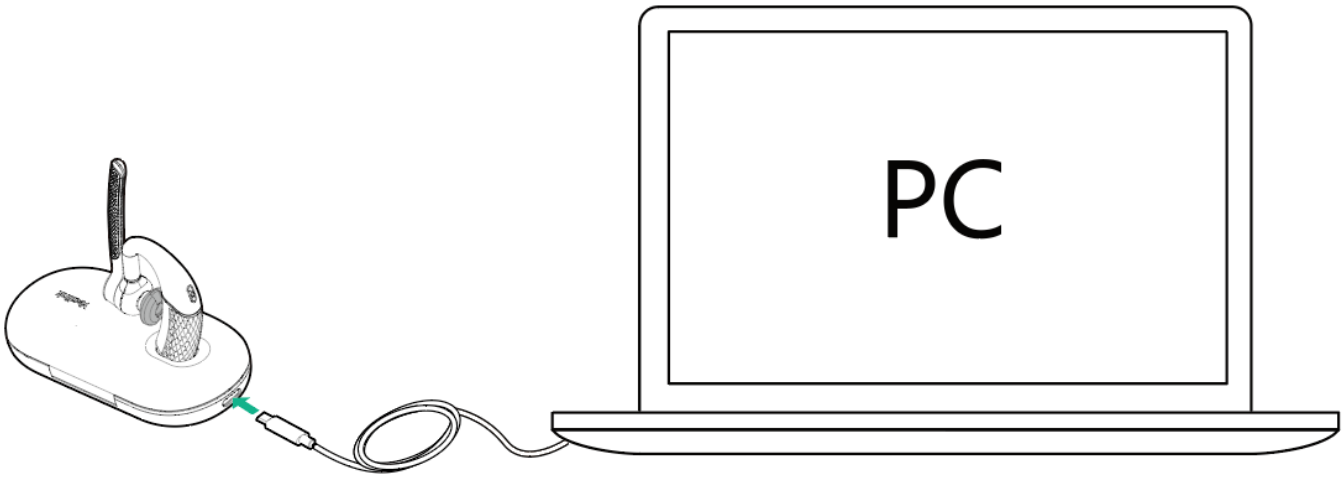
Before You Begin

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

Procedure

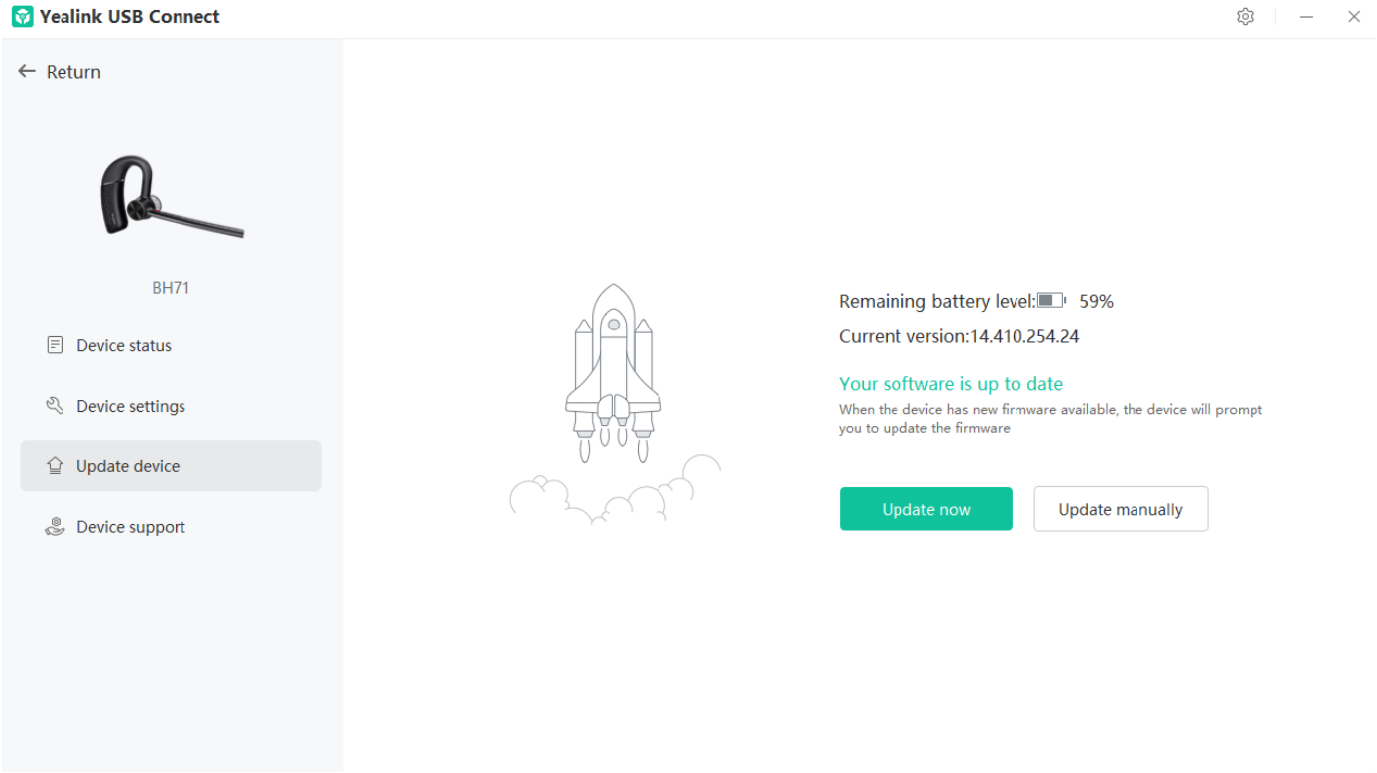
1. Do one of the following:

- 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).



You need to power on the headset and place it in 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.

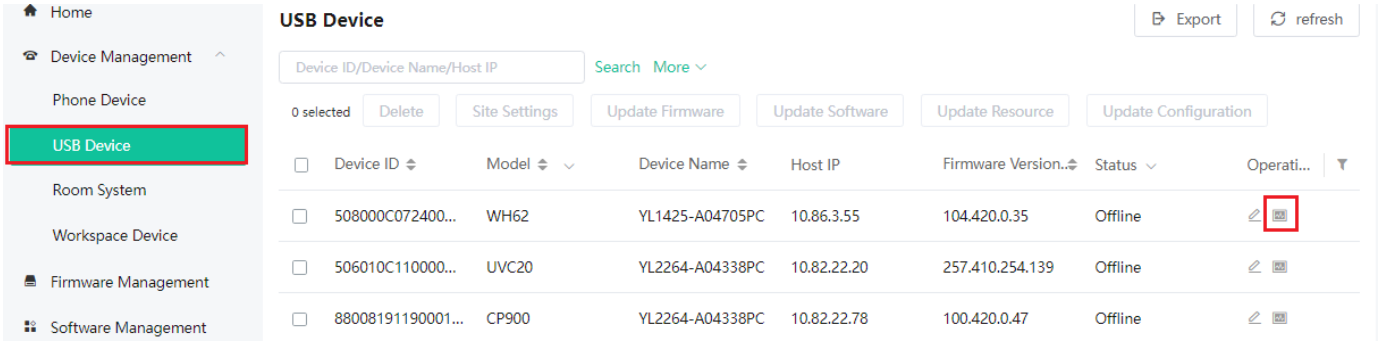
1. In the Yealink Connect application.

2. Go to **Headset Settings** > **Firmware Update**.

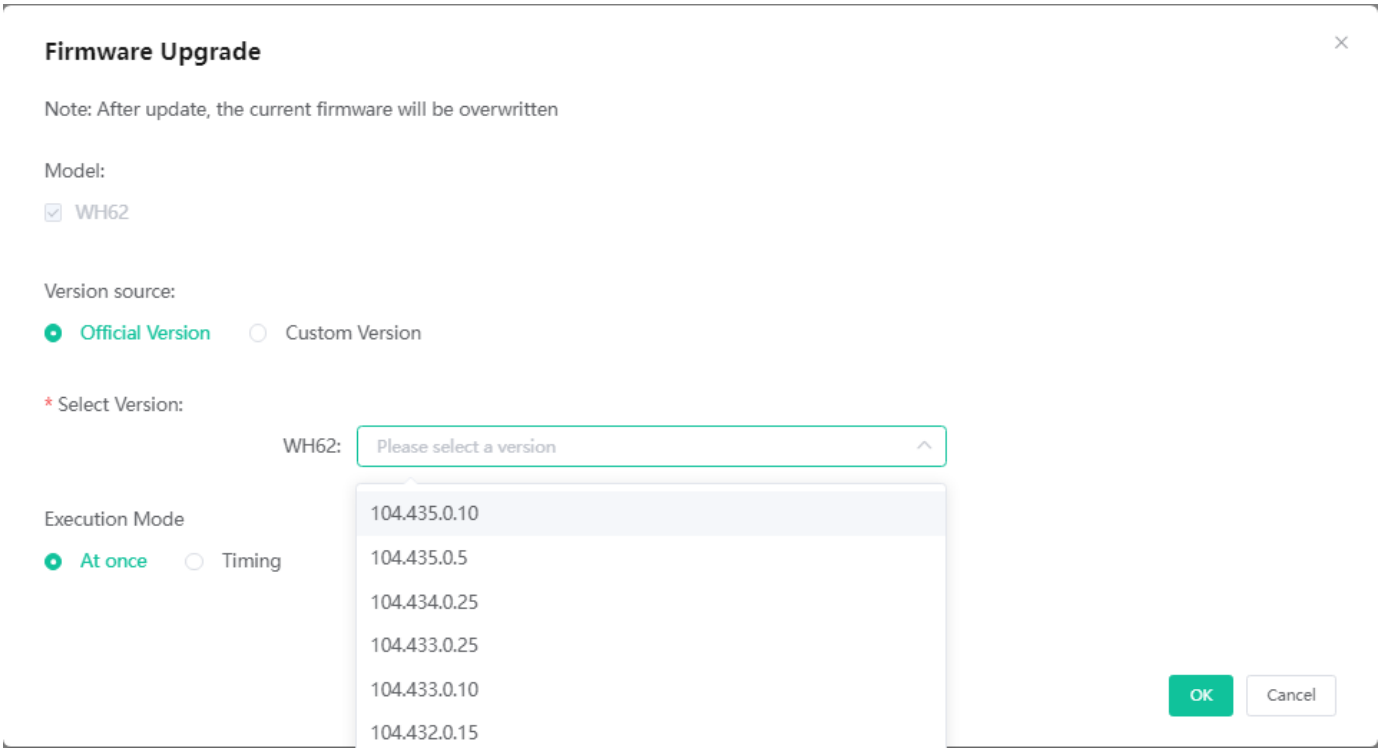
Update via YMCS/YDMP

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 .



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



4. Click **OK**.

OTA Update Headset

What Is OTA

Over-The-Air (OTA) is used 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.

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 to the version that comes with the BT51 when idle.
5. The updating time for the headset is about 1 hour.

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

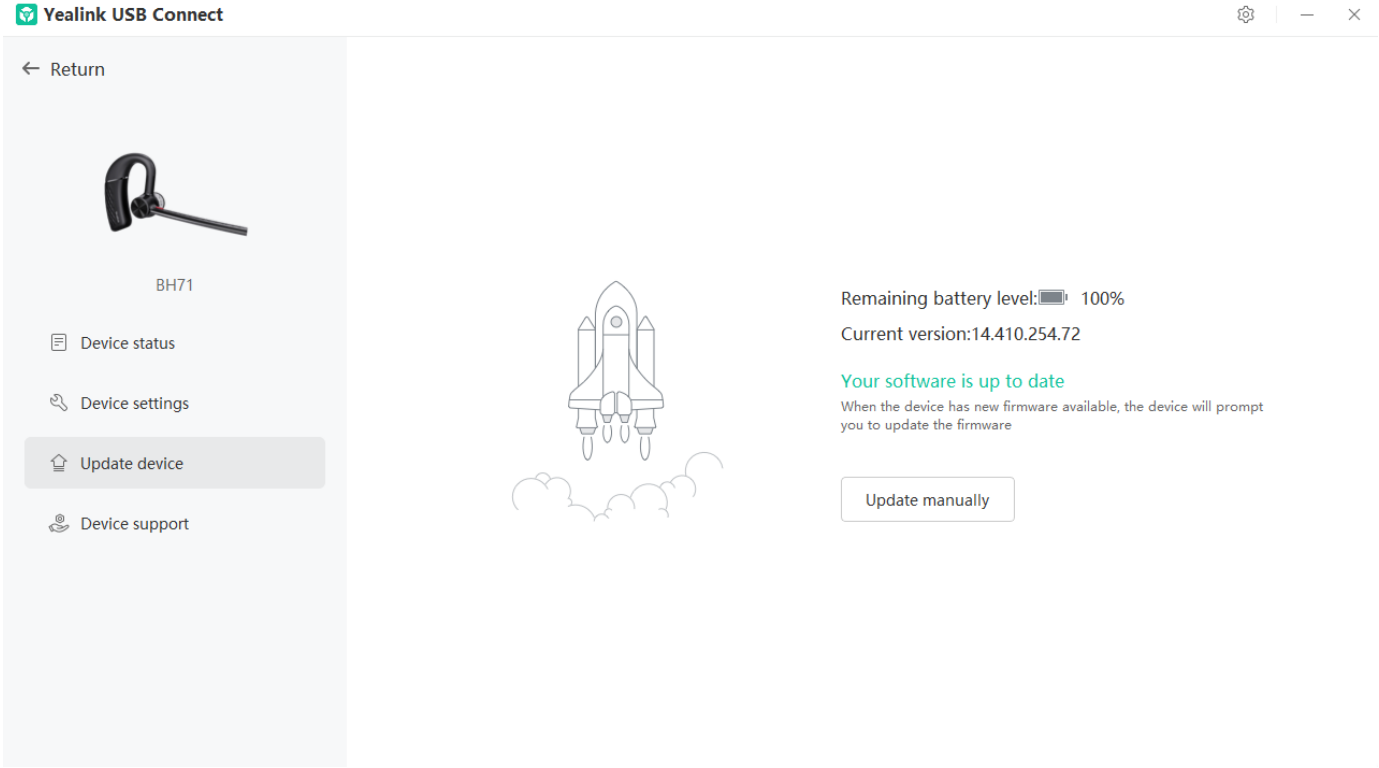
> Only the same type of connection method can be upgraded in batches.
> For example, pair two headsets with a PC via two BT51 dongles.

1. Connect more than two headsets to the PC.

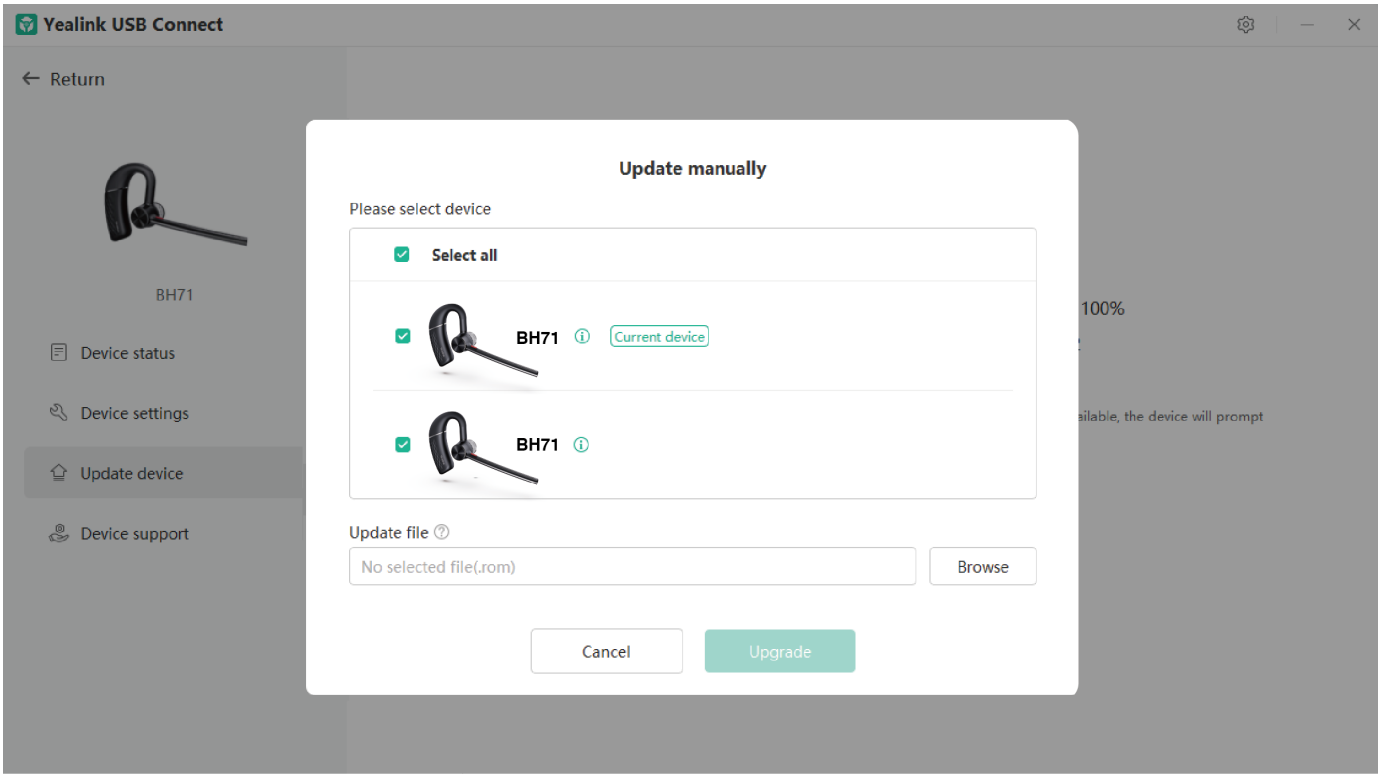
> If the PC does not have enough ports, you can use a USB extender to connect the headset to the PC.

2. Open the Yealink USB Connect software and select the desired device CARD.

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



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


Yealink USB Connect
Return
BH71
Device status
Device settings
Update device
Device support
100%
ilable, the device will prompt
Update manually
Please select device
Select all
BH71
Current device
BH71
Update file
No selected file(.rom)
Browse
Cancel
Upgrade

Update Station Firmware

Update Firmware

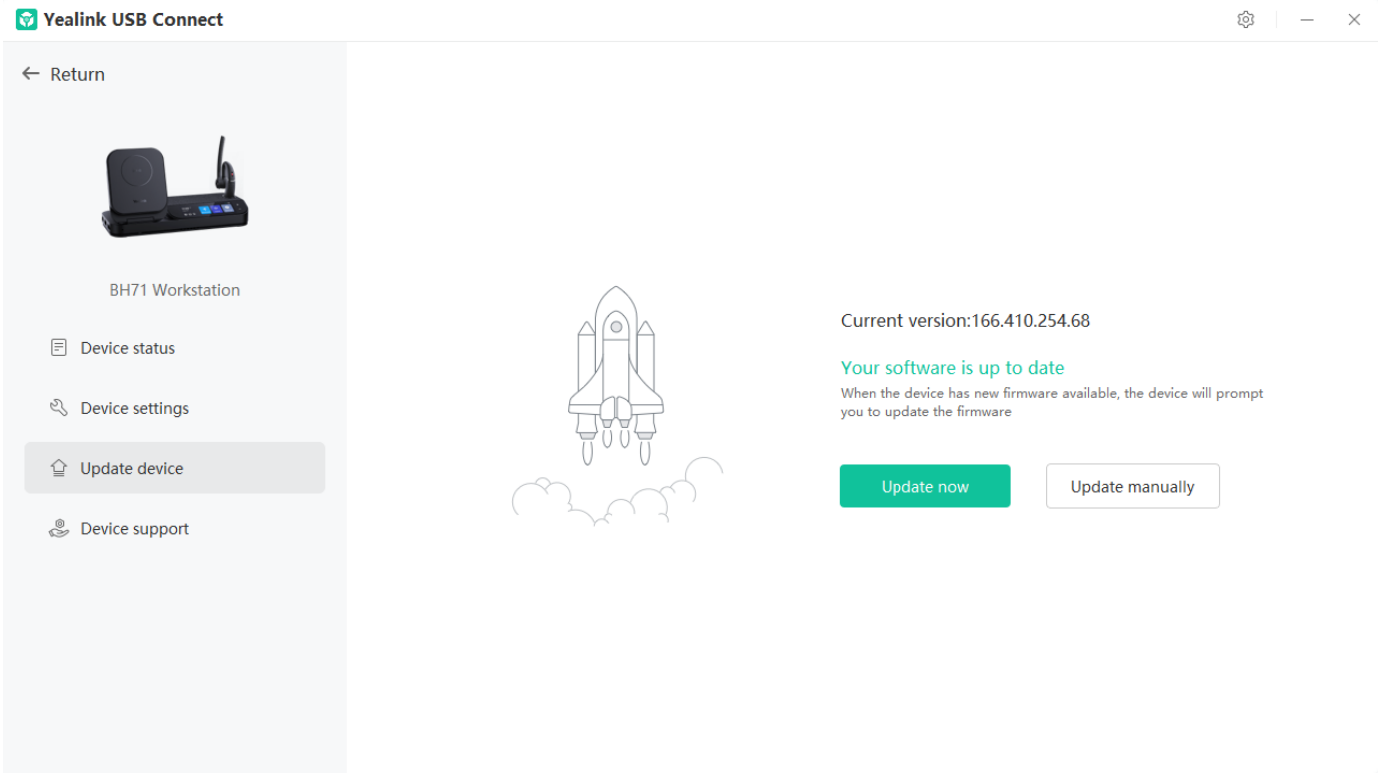
Update Headset via Yealink USB Connect

Before You Begin

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

Procedure

1. Connect the station to the PC via a USB cable.
2. 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**.



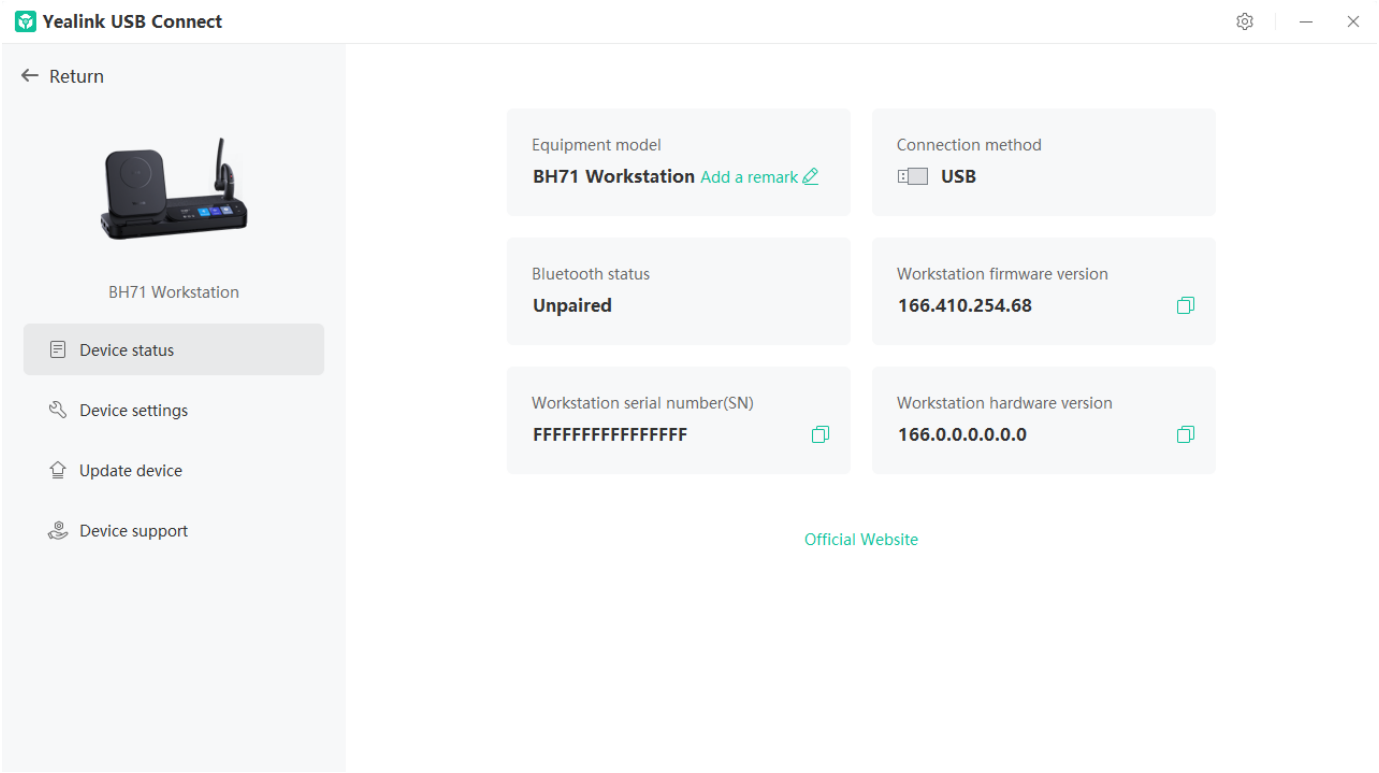
Check Firmware Version

Before You Begin

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

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.

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

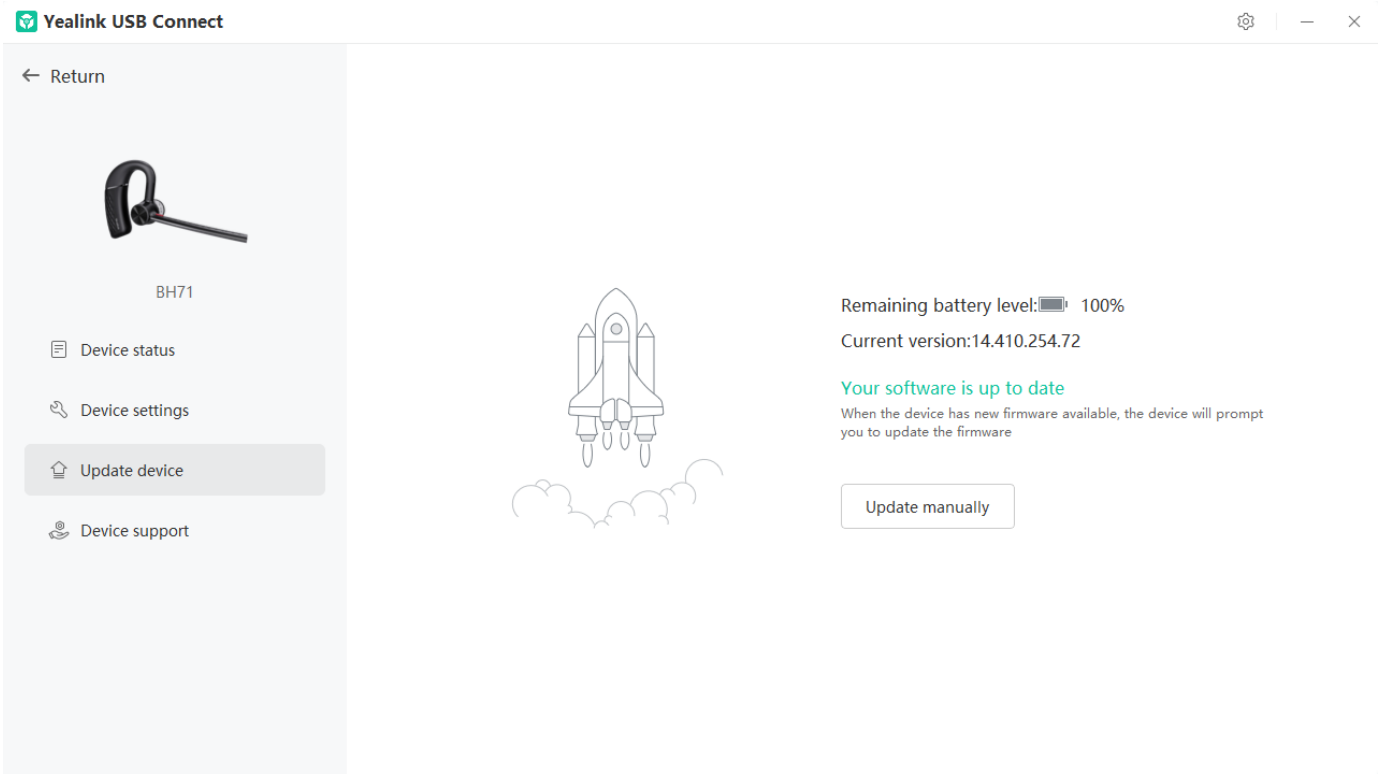
> Only the same type of connection method can be upgraded in batches.
> For example, pair two headsets with a PC via two BT51 dongles.

1. Connect more than two headsets to the PC.

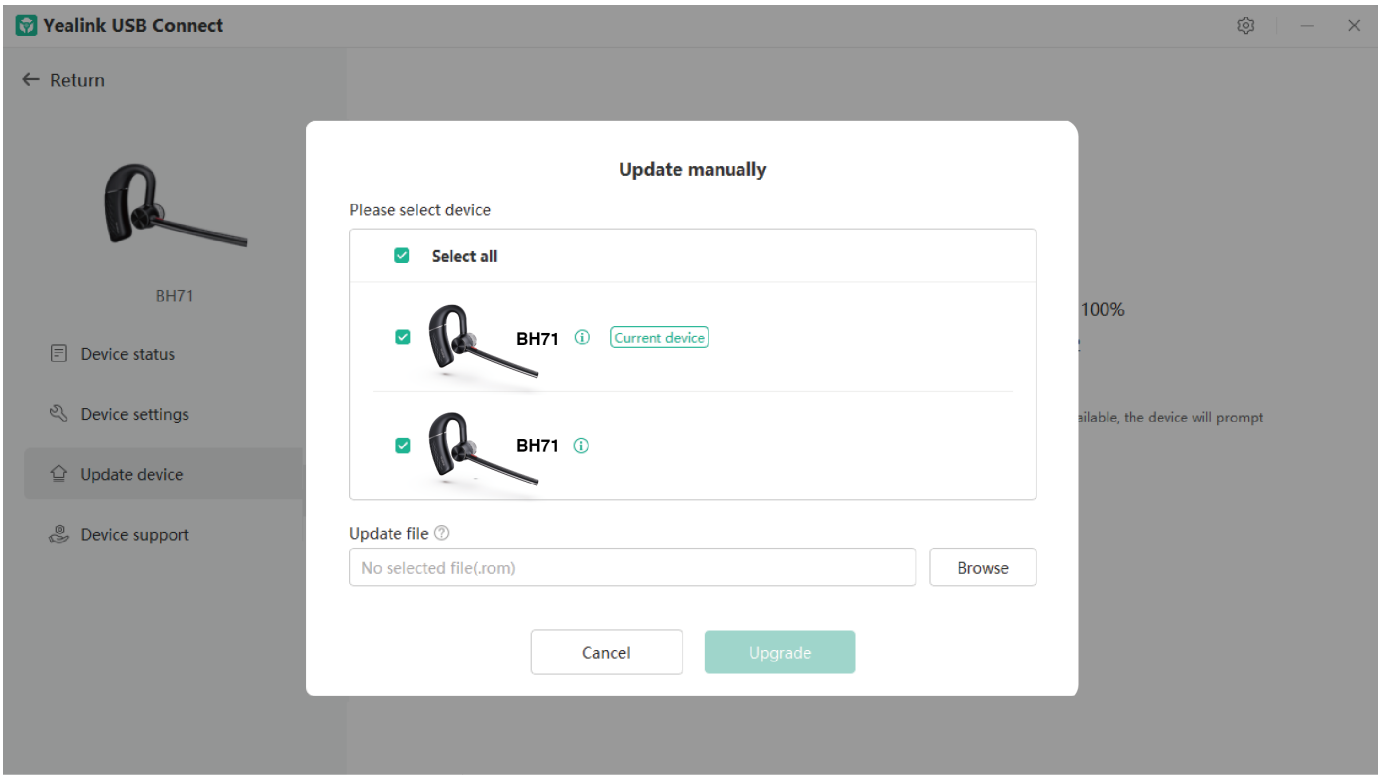
> If the PC does not have enough ports, you can use a USB extender to connect the headset to the PC.

2. Open the Yealink USB Connect software and select the desired device CARD.

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



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



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. • Voice • Ringtones • Off
Voice Guidance Language	Select the voice guidance from a language list. **Default**: English. • English • Chinese • German • French • Spanish
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. **Disable** (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. **Enable** (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. When the sleep time is over, the headset will reconnect to the paired device.

Factory Reset

Reset via Headset

Press and hold the **Call control** and **Mute button** for 6 seconds. You can hear the voice prompt "Factory Reset".

Reset via Yealink Connect Application

You can reset the headset via the Yealink Connect application.

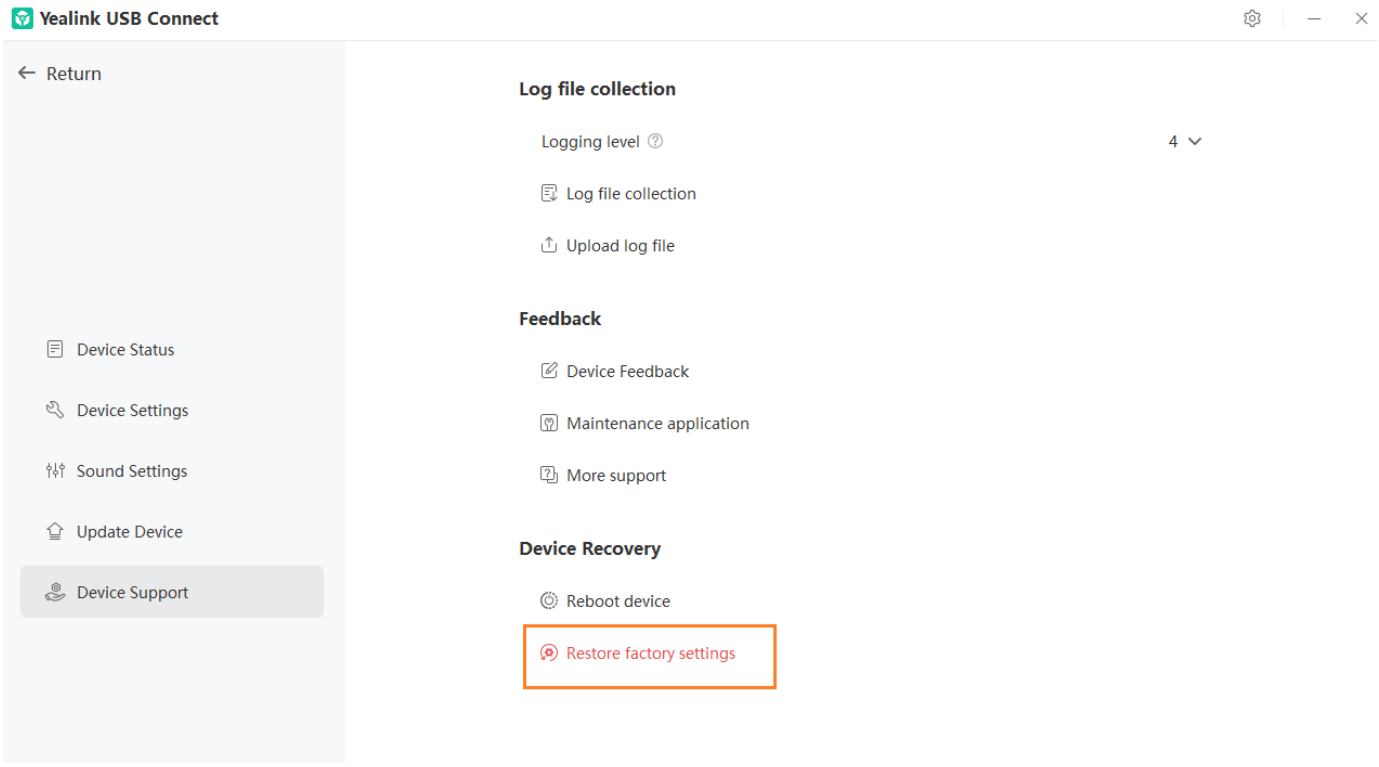
1. In the Yealink Connect application.

2. Go to **Headset Settings** > **Headset Factory Reset**.

Reset via Yealink Yealink USB Connect

1. Open the Yealink USB Connect application.

2. Go to **Device Support** > **Restore factory settings**.



FAQ

How to clear the previous connection device information?

Try to factory reset the headset.

Change Device 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.

Bind Bluetooth Headset to the 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
Firebox	55 or later
Chrome	55 or later
Internet Explorer	11 or later
Safari	10 or later

How to Bind

For more detailed information, refer to the YMCS Document.

Advanced Settings

You can change the Advanced settings of the 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. It appears only if **Mute Reminder** is enabled. It takes effect only when the microphone detects that you are speaking continuously.
Platform	Change the platform between UC and Teams.
Environment Adaption	Adjust the headset performance in different usage environments. • Adaptive • Noise Environment • Quiet Environment • Off

Calling Settings

Function	Description
Equalizer for Calls	Select an audio preference to use for all calls. **Default**: Normal. • **Normal**: The bass and treble are balanced. • **Bass**: The bass is enhanced. • **Treble**: The treble is enhanced.
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.

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. • Peak Block Protection • Australian G616 Protect
Daily Noise Exposure	Configure the daily noise exposure levels. • No Limiting • 80dBA • 85dBA

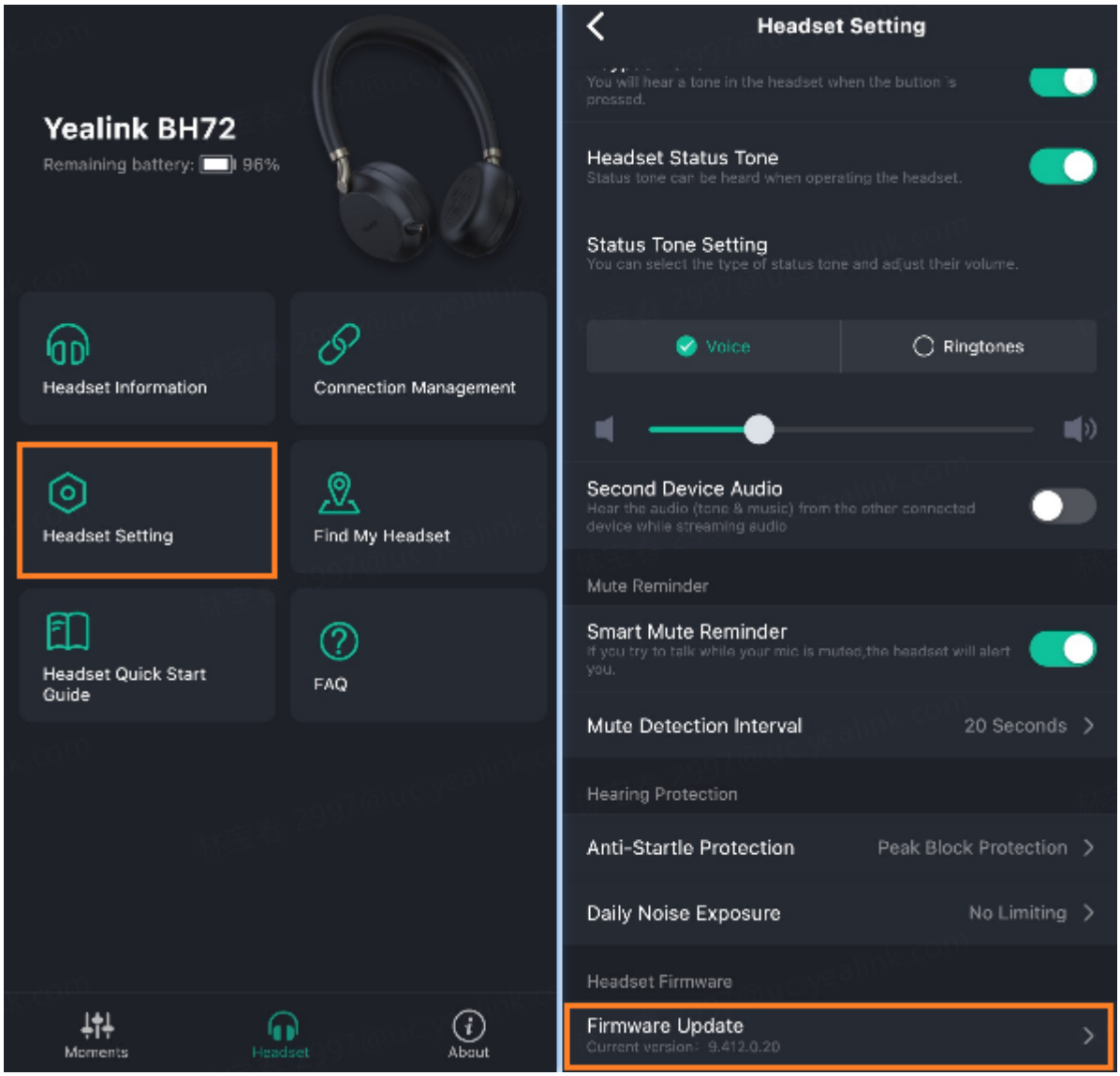
Export BH71 Log Files

Before You Begin

To facilitate issue identification while reproducing the BH71 problem, we recommend either performing a 5-second long press on the **Mute** button or double-clicking it.

Export Log Files via Yealink Connect App

1. Open the Yealink USB Connect App.
2. Go to **Headset** > **Headset Setting** > **Firmware Update**.



The headset version should be xx.412.xx or later.

Export Log Files via Yealink USB Connect

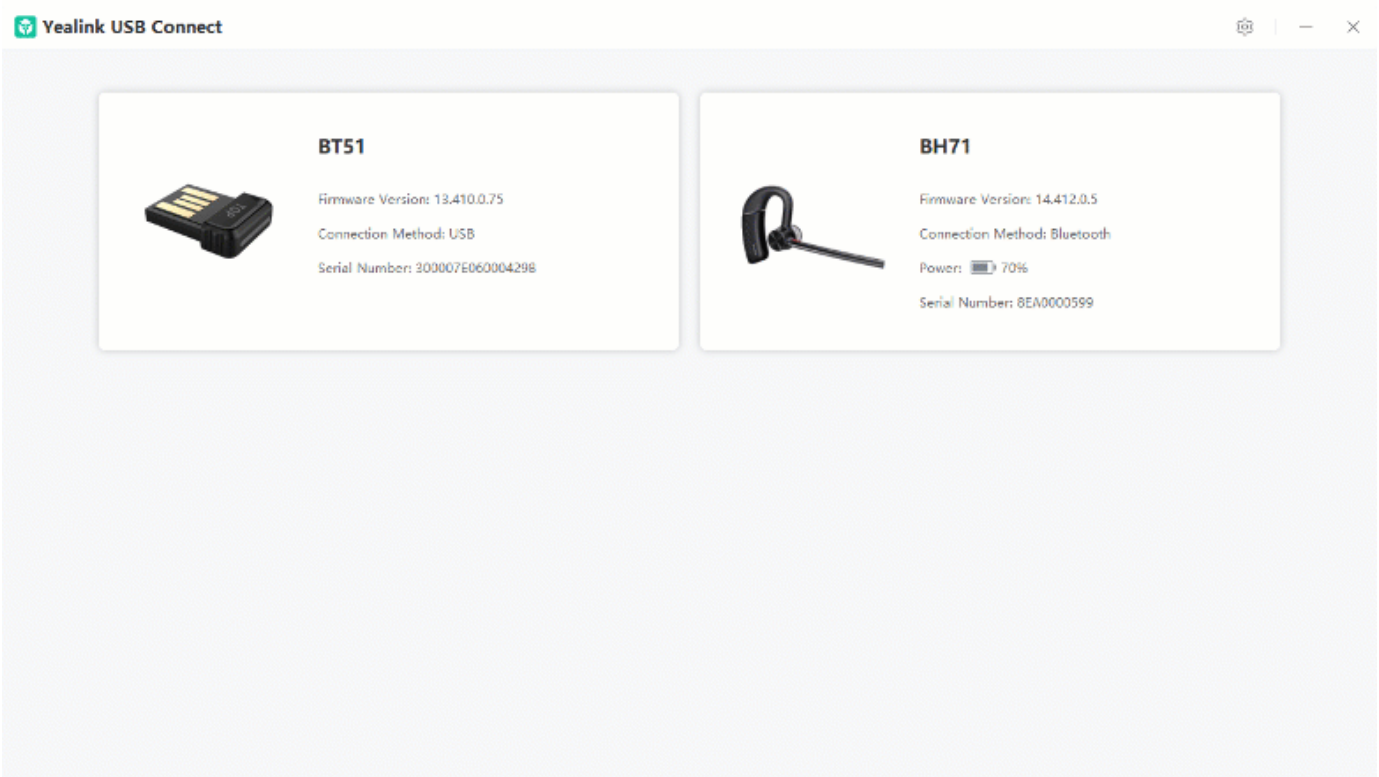
Connect the Headset to the PC via BT51

1. Open the Yealink USB Connect, and make sure the BT51 and BH71 have been connected.
2. Choose the BT51.
3. Select **Device support** > **Log file collection** to enable the **Real-Time Log**.
4. Back to the main screen and choose the BH71.
5. Reproduce the problem you met. At the same time, press the BH71 mute button for 3 seconds and note when the problem occurred.
6. Click **Log file collection** to enable the **Collect the operating system logs**, and export the log file.

> The exported file is in a .zip or .tar format.

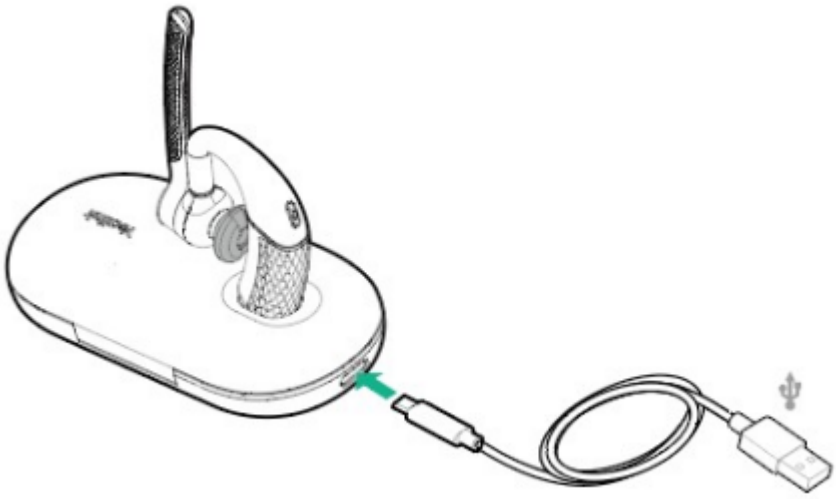
7. Back to the main screen and choose the BT51.
8. Export the debug files of BT51, click **Log file collection** to enable **Collect the operating system logs**, and export the log file.

> The exported file is in a .zip or .tar format.

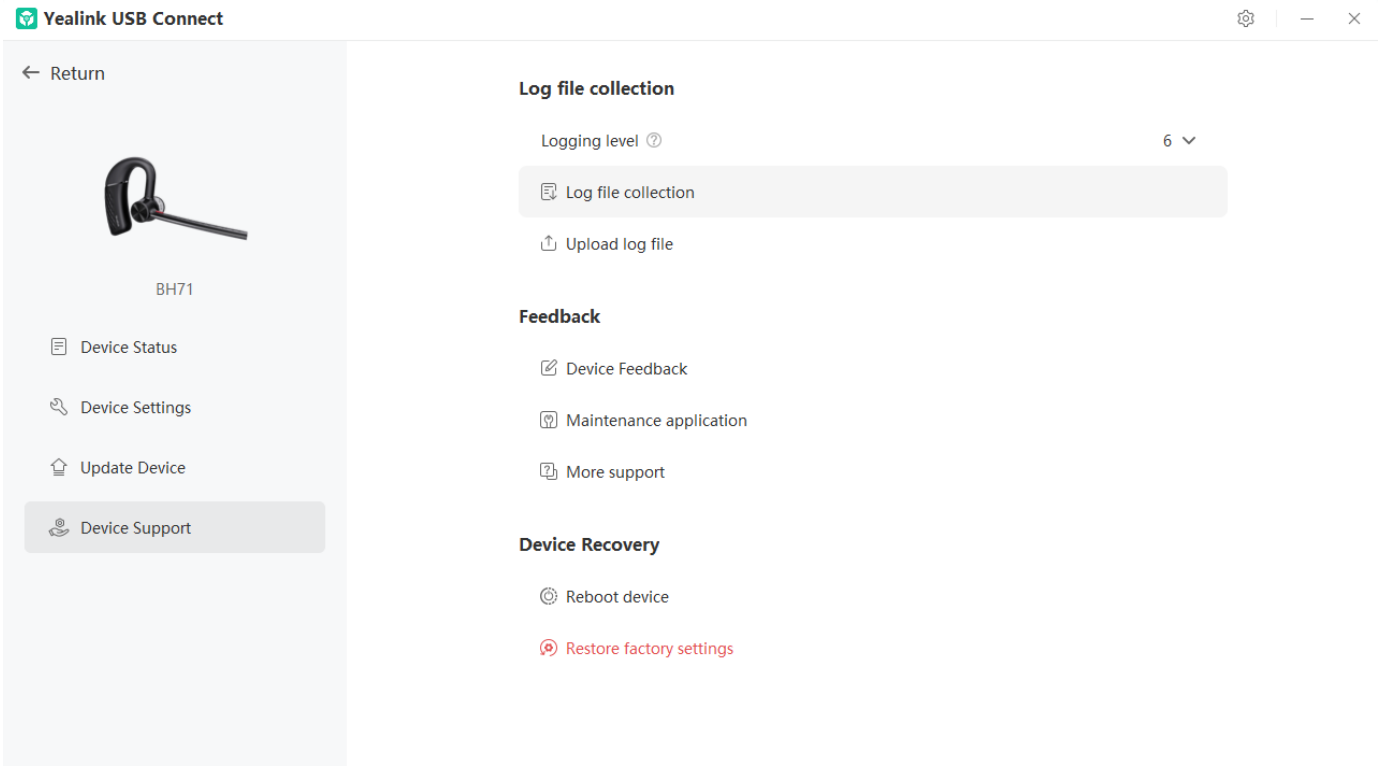


Connect the Headset to the PC via Bluetooth

1. Reproduce the problem you met. At the same time, press the BH71 mute button for 3 seconds and note when the problem occurred.
2. Connect the charging case of BH71 to the PC by USB and put the BH71 in the charging case.



3. Click BH71 in the Yealink USB Connect.
4. Go to **Device support** > **Log file collection** to enable **Collect the operating system logs** and export the log file.



The exported file is in a .zip or .tar format.

Connect the Headset to the PC via the Station

1. Reproduce the problem you met. At the same time, press the BH71 mute button for 3 seconds and note when the problem occurred.
2. Click the BH71 Workstation in the Yealink USB Connect.
3. Go to **Device support** > **Log file collection** to enable **Collect the operating system logs** and

export the log file.

