Obtaining Yealink Headset Logs

 Open your Yealink USB Connecttool, then select Device supportà Logging level. Before exporting the log file, please select log level to 6 or 7 first.

← Return	Log file collection	
	Logging level ⑦	7 🗸
	E Log file collection	
	1 Upload log file	
WH66	Fredhards	
Device status	Feedback	
	🗹 Device feedback	
🖒 Device settings	Maintenance application	
	③ More support	
Device support	Device recovery	
Log file collection		
Logging level ②		



2. Then, make an audio call, and go to the path: Device support Log file collection, select Audio collection and Collect the operating system logs, then click **Start**.



3. Now reproduce the audio issue again. After the audio issue is reproduced, please click Stop to export the diagnostic files (audio and log files).

Note: The exported file is in a .zip file format.

4. Once you have the ZIP file please Email it to support@firelinecommunications.com including a description of what occurred and the time it occurred.