

# Yealink USB-Y Trainer Cable Datasheet

## Introduction

Yealink USB-Y Trainer Cable is an effective tool for modern call centers and training environments. This cable can connect two Yealink UH or BH headsets to one PC simultaneously, enabling supervisors and agents to share the same call with full control and clarity. It supports audio split, silent monitoring, whisper coaching, and call takeover—covering the entire training and supervision workflow from onboarding to escalation. Built specifically for USB-based headsets, it delivers a flexible, real-time, and unobtrusive training experience that traditional training cables cannot provide.



## Key Benefits and Features

### Audio Split

The audio split design allows both the agent and the supervisor to join the same call simultaneously. With true plug-and-play connectivity and no additional software required, it enables seamless call sharing for real-time training and collaboration.

### Silent Monitoring

Supervisors can silently monitor live conversations between agents and customers without speaking or interrupting the call. The monitoring process is completely invisible to customers,

ensuring an authentic and undisturbed communication experience while enabling effective quality assurance, service evaluation, and call reviews.

## Whisper Coaching

Whisper coaching delivers the supervisor's voice exclusively to the agent, allowing real-time guidance without the customer hearing any instructions. This "invisible" coaching approach helps agents correct issues instantly, build confidence faster, and handle complex or high-risk calls more effectively.

## Call Takeover

When a call requires immediate intervention, supervisors can step in with a single action and communicate directly with the customer. Agents may continue listening for learning purposes, ensuring smooth escalation handling and effective resolution in critical situations.

## Specifications

Item	Introduction
<b>Functionality</b>	<ul style="list-style-type: none"> <li>• Audio Split</li> <li>• Silent Monitoring</li> <li>• Whisper Coaching</li> <li>• Call Takeover</li> <li>• Separated call control and volume adjustment</li> <li>• Separated LED indicator</li> </ul>
<b>Cable</b>	<ul style="list-style-type: none"> <li>• Cable length: 1.8 m</li> <li>• Cable weight: 33 g</li> </ul>
<b>Port</b>	<ul style="list-style-type: none"> <li>• 2 x USB-C for Yealink UH headset, BH headsets (via BT51)</li> <li>• 1 x USB-C (with A adapter) to connect PC</li> </ul>
<b>Package Features</b>	<ul style="list-style-type: none"> <li>• Package content: USB/QD Trainer Cable, QSG</li> <li>• Giftbox:                             <ul style="list-style-type: none"> <li>- N.W/CTN: 0.046 kg</li> <li>- G.W/CTN: 0.05 kg</li> </ul> </li> <li>• Carton Meas: 545 x 380 x 187 mm                             <ul style="list-style-type: none"> <li>- N.W/CTN: 5 kg</li> <li>- G.W/CTN: 5.5 kg</li> <li>- Qty/CTN: 100 PCS</li> </ul> </li> </ul>

