



Yealink WH63 In Ear

DECT HEADSET

USER MANUAL



September 28, 2023

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YEALINK WH63 DECT HEADSET



GETTING STARTED

Unbox the contents of the headset.

PACKAGE CONTENTS



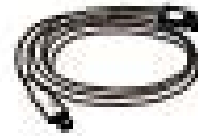
BASE



HEADSET



POWER ADAPTER



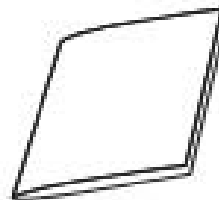
MICRO USB TO
USB-A USB
CABLE 0.8M



MICRO USB TO
USB-A USB
CABLE 1.0M



EARHOOK + EARTIPS



QUICK START GUIDE

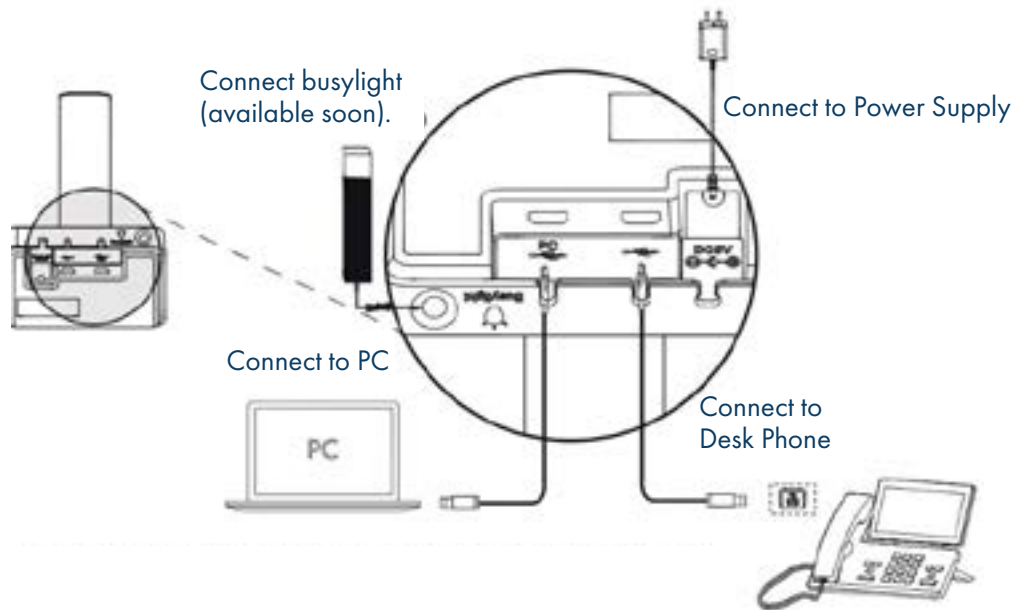
NOTES: You should use the included accessories as other accessories may have compatibility issues that prevent them from working properly.

Be sure to connect the base to a DC power supply, not just the USB power supply.

CONNECTING THE HEADSET

2

The following diagram will assist with connect the headset properly.



CONNECT TO PC/DESK PHONE WITH THE INCLUDED USB CABLE

Connect one end of one of the included USB cables to the PC port on the base and the other end into the USB Port on the PC. Connect one end of the other included USB cable to the Phone port on the base and the other end into the USB Port on the desk phone.

IMPORTANT: You need to connect the PC to the Micro USB port of the base marked with the text PC.

CHARGE THE HEADSET BEFORE USE

- + Dock the headset into the charger.
- + Before initial use, dock the headset for at least 30 minutes.
- + For the initial use the headset is successfully paired with the base when you dock it in the base.

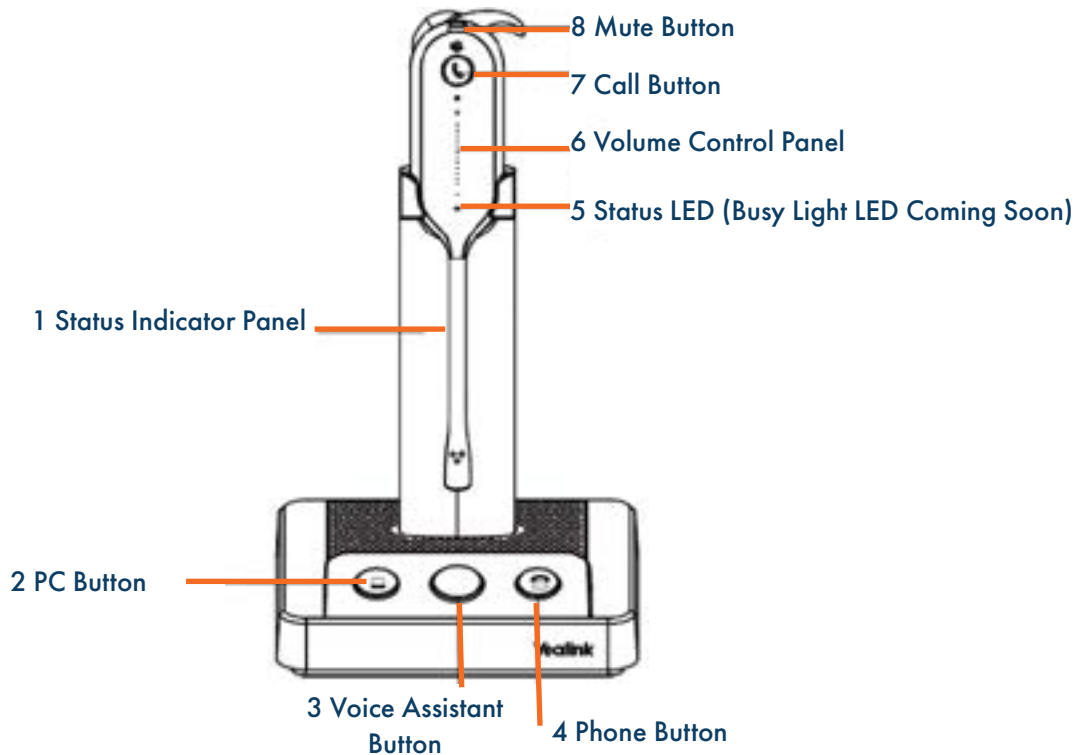
YEALINK USB CONNECT SOFTWARE

Yealink provides a USB device manager client called Yealink USB Connect that can be used to personalize and manage your Yealink Headsets.

Download the software from the Yealink website at <https://www.yealink.com/product/yuc>.

See the separate Yealink USB Connect Quick Reference Guide at www.northland.net/support.

IMPORTANT: Verify that the firmware on your headset is up to date through the USB Connect Software.



No.	Name	Description
1	Status Indicator Panel	Indicates the mute status, audio status, and headset battery status. + Solid White: Unmuted + Solid Red: Muted + Solid Green: Audio connection between base and headset is normal + Flashing Orange: headset is disconnected with base (power off/out of range)
2	PC Button	+ Press to connect the headset to MaX UC to place a call. + Press to answer or end a MaX UC call.
3	Voice Assistant Button	Hold for two seconds to activate the voice assistant.
4	Phone Button	+ Press to connect the headset to the desk phone to place a call. + Press to answer or end a call on the desk phone.
5	Status and Busylight	Indicates, charging or call status. (Busy Light coming soon)
6	Volume Control Panel	Adjusts the volume of your headset
7	Call Control Button	+ Hold for three seconds to power the headset on/off + Press once to answer an incoming call + Double-press to reject an incoming call + Press once to end an active call + Hold for two seconds to answer an incoming call and put the active call on hold + Hold for two seconds to switch between held call and active call + Press once to end the active call and answer the incoming call + Double-press to stay on the active call and reject the incoming call
8	Mute Button	Press to toggle the microphone on/off

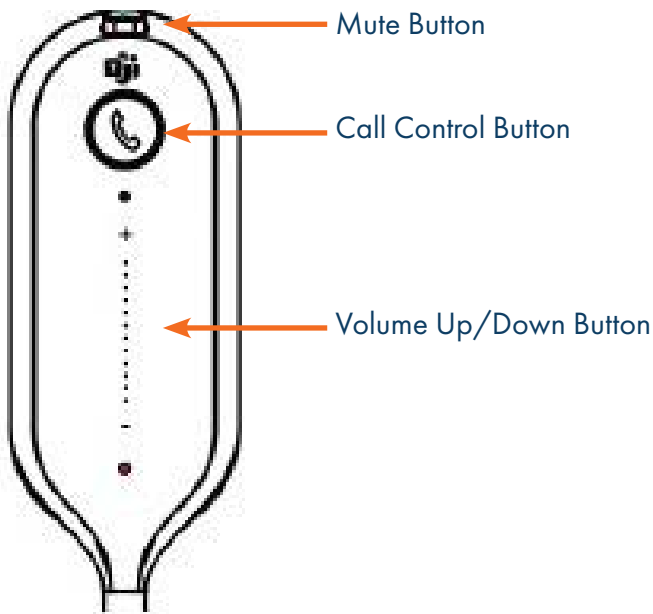
WH63 BASE STATUS LEDS

The following LED indicators appear on the base of the WH63 headset.

PC DESK PHONE BUTTON	
Off	PC/desk phone device is not connected.
Glowes white	PC/desk phone device is connected and in the idle state.
Glowes green	In a call.
Fast green flash	Ringing.
Green double flash	Call is on hold.

CALL HANDLING FROM THE HEADSET

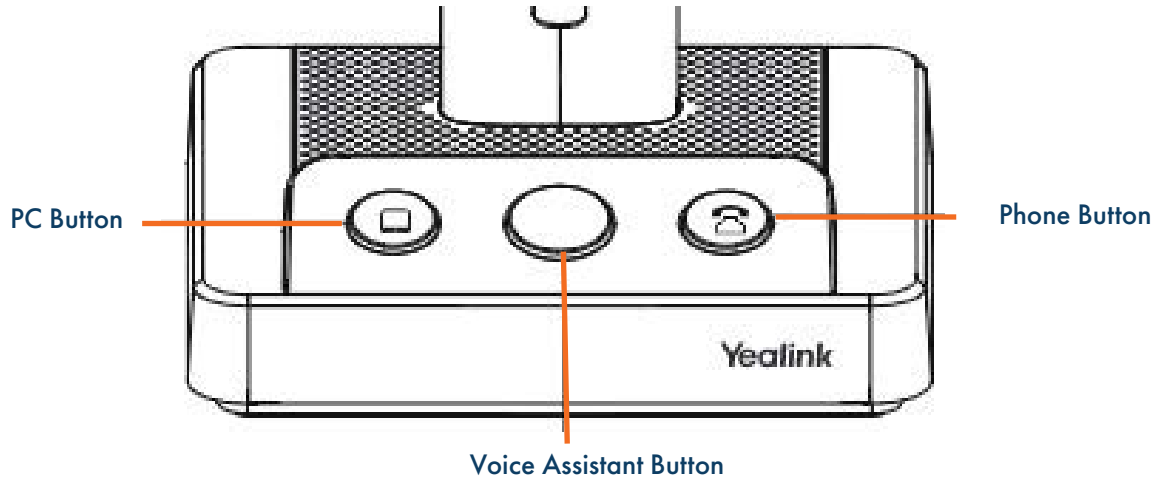
IMPORTANT: When using MaX UC, all call control must be done from the MaX UC application and *not* from the headset or base.



- + **Answer a Call:** Press the Call Control button or undock the headset.
NOTE: Auto Answer must be turned on to answer the call by undocking the headset.
- + **End a Call:** Press the Call Control button or dock the headset.
- + **Reject a Call:** Double-press the Call Control button.
- + **Hold a Call:** Hold the Call Control button for *two seconds*.
- + **Resume Held Call:** Hold the Call Control button for *two seconds*.
- + **Adjust the Volume:** Press the Volume Control button *up/down*.

CALL HANDLING FROM THE BASE

IMPORTANT: When using MaX UC, all call control must be done from the MaX UC application and *not* from the headset or base.



- + Answer a Call: *Press* the PC button.
- + End a Call: *Press* the PC button or dock the headset.
- + Reject a Call ON MaX UC: *Double-press* the PC button.
- + Reject a Call on Desk Phone: *Double-press* the Phone button.
- + Redial a MaX UC Call: *Double-press* the PC button.
- + Redial a Desk Phone Call: *Double-press* the Phone button.

HANDLE MULTIPLE CALLS

- + End Current Call and Answer Incoming Call: *Press* the Call Control button.
- + Place Current Call on Hold and Answer Incoming Call: *Hold* the Call Control button for *two seconds*.
- + Switch Between Held Call and Active Call: *Hold* the Call Control button for *two seconds*.
- + Reject the Incoming Call While on an Active Call: *Double-press* the Call Control Button.

TRANSFER A CALL FROM THE DESK PHONE TO THE HEADSET

BEFORE YOU BEGIN:

- + The base must be connected to the Desk Phone via USB.
- + A call is answered on the desk phone using the handset or speaker phone.

PROCEDURE:

- + Press the **Call Control** button on the headset.
- + Lift the headset from the base.
It may be necessary to press the headset key on the desk phone. The audio will transfer from the desk phone to the headset.

TRANSFER A CALL FROM THE HEADSET TO THE DESK PHONE

BEFORE YOU BEGIN:

- + The base must be connected to the Desk Phone via USB.
- + A call is answered on the headset.

PROCEDURE:

Do one of the following on the desk phone:

- + Pick up the handset.
- + Press the speaker key.

The audio will transfer from the headset to the desk phone.