

The Yealink WH63 is a DECT wireless headset designed for integration with PCs, phones, and softphone platforms. Below is a step-by-step guide on how to set it up and use it effectively:



1. Unbox and Prepare

- **Ensure your package includes:**
 - WH63 headset
 - Base station
 - USB cables
 - Quick Start Guide
 - Optional ear hooks and headband attachments (for comfort)

2. Connect the Base Station

- **Connect to Power**
 - Plug the base station into a power outlet using the provided adapter.
- **Connect to Devices**
 - **PC:** Use the included USB cable to connect the base station's "PC" port to a USB port on your computer.
 - **IP Phone:** Use the USB cable to connect the base station's "Phone" port to a Yealink IP phone or compatible device.

3. Configure the Device

- **Install Yealink USB Connect Software:**
 1. Download and install the Yealink USB Connect software from [Yealink's website](#).
 2. Use the software to update firmware, configure settings, and manage advanced features.
- **Setup for Softphone Integration:**
 - If you're using Microsoft Teams or Zoom, ensure the WH63 is set to **Teams Mode** or **Unified Communications (UC) Mode** via the base station or Yealink USB Connect software.

4. Pairing the Headset

- **Automatic Pairing**
 - The headset and base station are typically pre-paired out of the box.
- **Manual Pairing**
 - Press and hold the **pairing button** on the base station until the LED indicator flashes.
 - Place the headset into pairing mode (refer to the quick start guide for specific button instructions).

5. Using the WH63

- **Basic Functions:**
 - **Answer/End Calls:** Press the call control button on the headset.
 - **Mute/Unmute:** Press the mute button during a call.
 - **Adjust Volume:** Use the volume buttons on the headset.
 - **Switch Audio Sources:** Use the base station buttons to toggle between PC, phone, and mobile modes.
- **Microsoft Teams Features (if applicable):**
 - Tap the dedicated **Teams button** on the base station to join meetings or access Teams features.

6. Wearing the Headset

- **Choose between the ear hook, neckband, or headband for comfort.**
- **Adjust the microphone boom for optimal voice pickup.**

7. Advanced Features

- **Busylight Integration:** The WH63 supports Yealink's Busylight indicator to show when you're on a call.
- **Acoustic Shield Technology:** Dual microphones filter background noise for clearer calls.

8. Troubleshooting

- **No Audio:**
 - Verify all connections.
 - Ensure the correct audio device is selected on your PC or phone.
- **Pairing Issues:**
 - Reset the base station and headset:
 - Power off the devices and restart.
 - Re-enter pairing mode.
- **Poor Call Quality**
 - Ensure the headset is within the DECT range of the base station.
 - Check for firmware updates using Yealink USB Connect.

9. Firmware Updates

- Regularly update the device firmware using the Yealink USB Connect software for improved compatibility and performance.