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› Yealink DECT Wireless Headset WH63 E2 UC User Manual

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Yealink DECT Wireless Headset WH63 E2 UC Instruction Manual

Model: WH63 E2 UC

INTRODUCTION

The Yealink DECT Wireless Headset WH63 E2 UC is a single-ear (mono) convertible office headset designed for clear communication in professional environments. It features advanced noise-canceling technology, extended wireless range, and versatile wearing styles to suit individual preferences. This manual provides detailed instructions for setting up, operating, maintaining, and troubleshooting your headset.

WHAT'S IN THE BOX

Carefully unpack your Yealink WH63 E2 UC headset and ensure all items are present:

- WH63 E2 Headset + Base
- Eartips (6 pieces), Earhook (2 pieces), Headband
- 1.2m USB C-C 2.0 Cable
- 1.2m USB C-A 2.0 Cable
- Power Adapter
- User Manual (this document)



Image: All components included in the Yealink WH63 E2 UC package.

SETUP INSTRUCTIONS

1. Connect the Base Station

1. Connect the power adapter to the base station and plug it into a power outlet.
2. Connect the base station to your computer using the provided USB C-A or USB C-C cable.
3. For desk phone connectivity, use the appropriate USB cable or an optional EHS62 adapter/telephone cable (purchased separately) to connect the base to your desk phone. Refer to your desk phone's manual for specific connection requirements.



Image: The WH63 E2 UC base connected simultaneously to a computer and a desk phone.

2. Charge the Headset

Place the headset onto the base station. The charging indicator on the headset and base will illuminate, indicating that the headset is charging. Ensure the headset is fully charged before first use (approximately 8 hours for a full charge).

3. Select a Wearing Style

The WH63 E2 UC offers three wearing styles: Earhook, Eartip, and Headband. Choose the style that provides the most comfort and security for your needs.

- **Earhook:** Attaches to the headset and hooks over your ear.
- **Eartip:** Inserts directly into your ear canal. Six different sizes are provided for optimal fit.
- **Headband:** Provides a traditional over-the-head fit for stability.

CHOICE OF THREE COMFORTABLE

Customizable Wearing Styles



Image: Visual representation of the Earhook, Eartip, and Headband wearing options.

OPERATING INSTRUCTIONS

1. Power On/Off

The headset automatically powers on when removed from the base and powers off when placed back on the base or after a period of inactivity.

2. Answering/Ending Calls

To answer an incoming call, press the Call Control button on the headset or the corresponding button on the base. To end a call, press the Call Control button again.

3. Mute/Unmute Microphone

Press the Mute button on the headset to mute or unmute your microphone during a call. A red indicator light on the microphone boom signifies that the microphone is muted.

4. Volume Control

Use the Volume Up (+) and Volume Down (-) buttons on the headset to adjust the listening volume.

5. Microsoft Teams Integration

If using Microsoft Teams, press the Teams button on the headset or base to join a meeting or access Teams functionalities.



Image: The headset's noise-canceling microphone in use, demonstrating clear audio.

6. Wireless Range and Battery Life

The DECT 6.0 technology provides a wireless range of up to 185 meters (607 feet) from the base station. The headset offers up to 8 hours of talk time and 71 hours of standby time on a single charge.

DECT TECH WIRELESS HEADSET

WIRELESS FREEDOM



8_H

Talk Time



71_H

Standby Time



180_m / 607_{feet}

Wireless Range

607 FT



Image: The headset and base showcasing its wireless range and battery performance.

COMPATIBILITY

The Yealink WH63 E2 UC is certified for Microsoft Teams and Zoom, ensuring seamless integration and optimized performance with these platforms. It is also compatible with a wide range of other Unified Communications (UC) platforms, including:

- Google
- RingCentral
- Genesys
- 8x8
- 3CX
- Unify
- Netsapiens

For desk phone compatibility, the headset supports various Yealink, Teams, Poly, and SNOM IP phones. For other

3rd-party desk phones, connection may require an optional EHS62 adapter or a telephone cable.



Image: Broad compatibility with leading UC platforms and phone systems.

MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your Yealink WH63 E2 UC headset:

- **Cleaning:** Use a soft, dry cloth to clean the headset and base. Avoid using harsh chemicals or abrasive materials.
- **Storage:** When not in use, store the headset on its base station to keep it charged and protected.
- **Temperature:** Avoid exposing the device to extreme temperatures, direct sunlight, or high humidity.
- **Water Resistance:** The headset has a waterproof rating, but avoid submerging it in water.

TROUBLESHOOTING

If you encounter issues with your Yealink WH63 E2 UC headset, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
No audio or poor audio quality	Headset not connected/paired, low battery, incorrect audio settings on computer/phone, out of range.	Ensure headset is charged and properly seated on base. Check audio output settings on your device. Move closer to the base station.
Microphone not working	Microphone muted, incorrect input device selected, microphone boom not positioned correctly.	Press the Mute button to unmute. Verify microphone input settings on your computer/phone. Adjust microphone boom closer to your mouth.
Cannot answer/end calls from headset	Software not installed/updated, compatibility issue.	Install or update the Yealink USB Connect software. Ensure your UC platform is supported.
Limited wireless range	Interference from other devices, physical obstructions.	Move the base station away from other electronic devices. Reduce physical obstructions between headset and base.

Problem	Possible Cause	Solution
Headset not charging	Improper placement on base, faulty power connection.	Ensure headset is correctly seated on the base. Check power adapter connection to base and outlet.

SPECIFICATIONS

Feature	Detail
Brand	Yealink
Model Number	WH63 E2 UC
Color	Black
Ear Placement	In Ear
Form Factor	In Ear
Connectivity Technology	Wireless (DECT)
Wireless Range	Up to 185m / 607 feet
Talk Time	Up to 8 hours
Standby Time	Up to 71 hours
Microphone	Noise-Canceling (2 microphones)
Frequency Range	20 Hz - 20,000 Hz
Control Method	Push Button
Water Resistance Level	Waterproof
Compatible Devices	Computer Softphone, Deskphone IP phone, Desktops, Laptops, PC
Built-In Media	1.2m USB C-C 2.0 Cable, 1.2m USB C-A 2.0 Cable, Eartips*6, Earhook*2, Headband, Power Adapter, User Manual, WH63 E2 Headset + Base

OFFICIAL PRODUCT VIDEO

Video: An overview of the Yealink WH63 E2 DECT Wireless Headset, demonstrating its features and use in an office environment.

WARRANTY AND SUPPORT

Yealink products are designed for reliability and performance. For detailed warranty information, please refer to the warranty card included with your product or visit the official Yealink website. For technical support, product registration, or to download the latest firmware and software, please visit the Yealink support portal or contact your

local reseller.

Online Resources:

- [Yealink Official Website](#)
- [Yealink Support Portal](#)