

Yealink

WH62



WH63



WH62/WH63 Portable Wireless Headset

User Guide

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About This Guide

This guide contains instructions for connecting and using your WH62/WH63 Portable headset.

- [Summary of Changes](#)

Summary of Changes

- [Changes for Guide Version 1.1](#)

Changes for Guide Version 1.1

Major updates have occurred to the following sections:




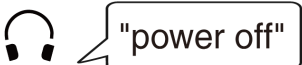
Revision	Updated Section
WH63 Portable changed the charging LED indicator	Charge the WH63 Portable
WH62/WH63 Portable added the feature to pair with IP phone via WDD60	Pair Headset, Connect Headset
WH62/WH63 Portable added the headset can be configured via Yealink USB Connect after pairing with WDD60.	Basic Settings, Advanced Settings
WH62/WH63 headset support pairing with multiple devices (Base/WDD60dongle) for office and home mixed office use.	Auto-Switch


Power on/off

- [Power on/off WH62 Portable](#)
- [Power on/off WH63 Portable](#)

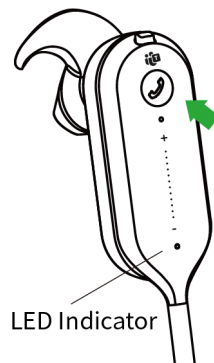
Power on/off WH62 Portable

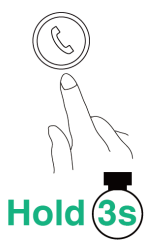





Power on/off	Action	LED indicator	Voice prompt
Power on		Solid red for 3s	
Power off		Flash red for 3 times	

 **Note:** The headset will automatically power off after disconnecting from the WDD60 for more than 10 minutes to save power.

Power on/off WH63 Portable



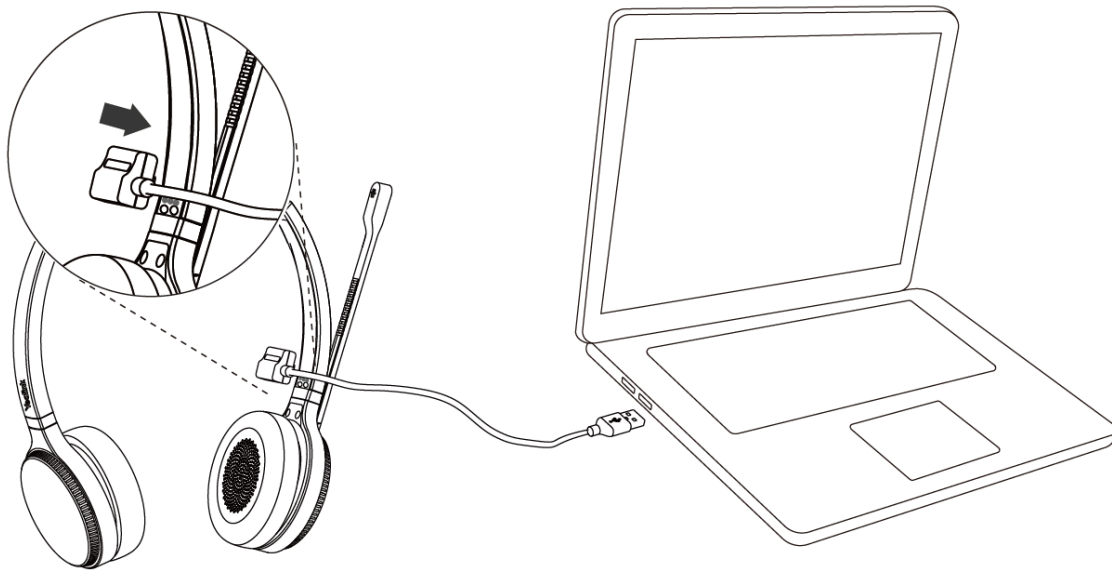
Power on/off	Action	LED indicator	Voice prompt
Power on		Solid red for 3s	 "power on"
Power off		Flash red for 3 times	 "power off"

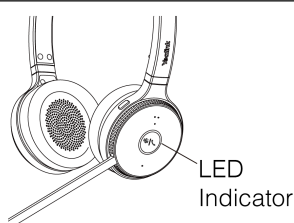


 **Note:** The headset will automatically power off after disconnecting from the WDD60 for more than 10 minutes to save power.

Charge the Headset

- [Charge the WH62 Portable](#)
- [Charge the WH63 Portable](#)
- [Status and LED](#)

Charge the WH62 Portable

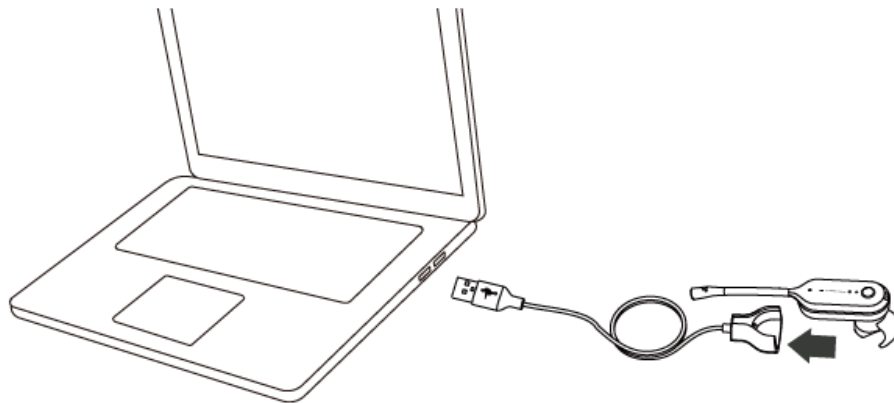


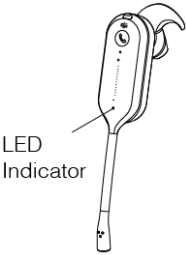


Power on/off				
	Battery level	< 20%	≥ 20% and <100%	Full
	LED Indicator	LED	 Flash Red	 Flash Green



Note: It takes approx. 3 hours to fully charge the headset.

Charge the WH63 Portable



Power on/off				
 LED Indicator	Battery level	< 5%	≥5%	Full
		LED	 Breathing Red	 Breathing Green



Note: It takes approx. 3 hours to fully charge the headset.

Status and LED

- WH62 Portable Headset Status

LED	Headset Status
Battery level	
Off	Power off / idle
Flash red slowly	Battery < 5% (low battery)
Charge	
Flash red	Battery < 20%
Flash green	Battery ≥ 20% and <100%
Solid green	Battery 100% (full)
Call	
Fast flashing red	Ringing
Solid red	In the call / mute

LED	Headset Status
Flash red twice	Hold
Pair	
Flash blue	Pairing mode
Solid blue for 3s	Pair successfully
Flash orange slowly	Out of range
Update	
Flash red and green alternatively	Firmware update

- WH63 Portable Headset Status

LED	Headset Status
Battery level	
Off	Power off / idle
Flash red slowly	Battery < 5% (low battery)
Charge	
Breathing red	Battery < 5%
Breathing green	Battery \geq 5% and <100%
Solid green	Battery 100% (full)
Call	
Fast flashing red	Ringing
Solid red	In the call / mute
Flash red twice	Hold
Pair	
Flash blue	Pairing mode
Solid blue for 3s	Pair successfully
Flash orange slowly	Out of range
Update	
Flash red and green alternatively	Firmware update

- WDD60 Status

LED	WDD60 Status
Connecting to PC	
Solid blue for 1s and off	Unpaired headset
Solid blue for 1s and glow blue	Paired headset
Pair	
Flash red and blue	Pairing mode

LED	WDD60 Status
Solid blue	Pair successfully
Call	
Fast flashing purple	Ringing
Solid purple	In the call
Solid red	Mute
Solid orange for 5s and off	Paired headset power off / out of range

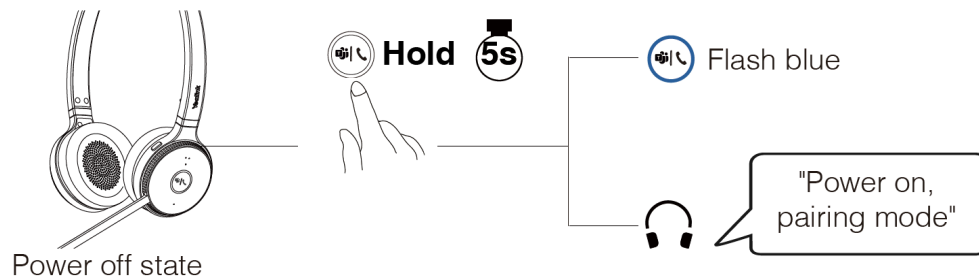
Pair Headset

- [Pair WDD60 with the WH62 Portable \(optional\)](#)
- [Pair WDD60 with the WH63 Portable \(optional\)](#)

Pair WDD60 with the WH62 Portable (optional)

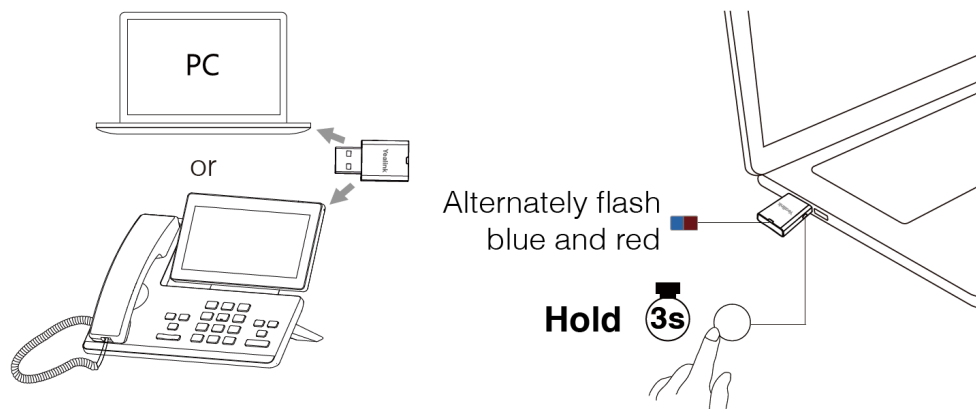
In the event that the WDD60 is unpaired or bought separately, you will need to pair the WDD60 with the headset.

1. Put the headset into pairing mode.

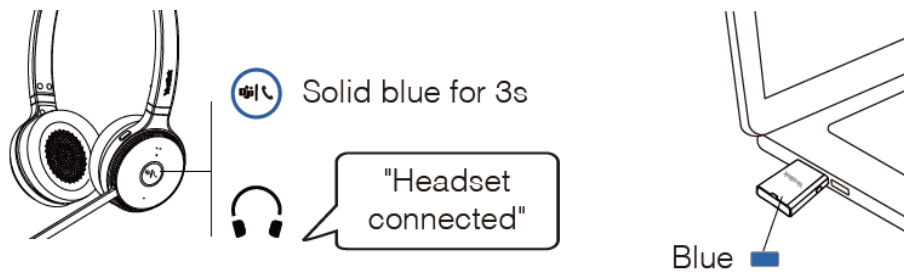


2. Put the WDD60 into pairing mode.

You can connect the WDD60 to PC or IP phone.



Pair successfully

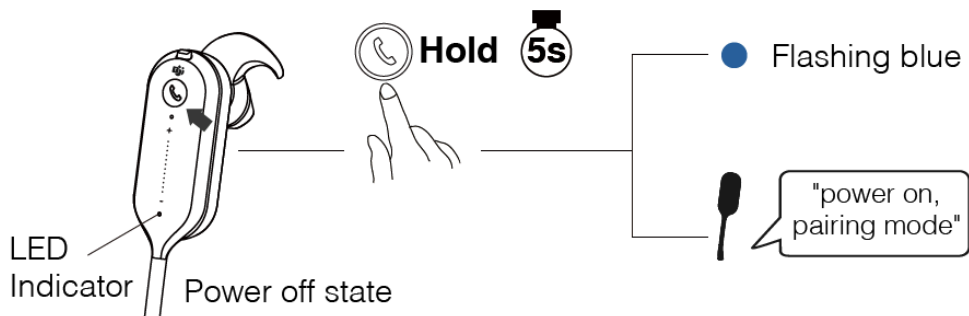


Note: One WDD60 can only connect to one device at a time.

Pair WDD60 with the WH63 Portable (optional)

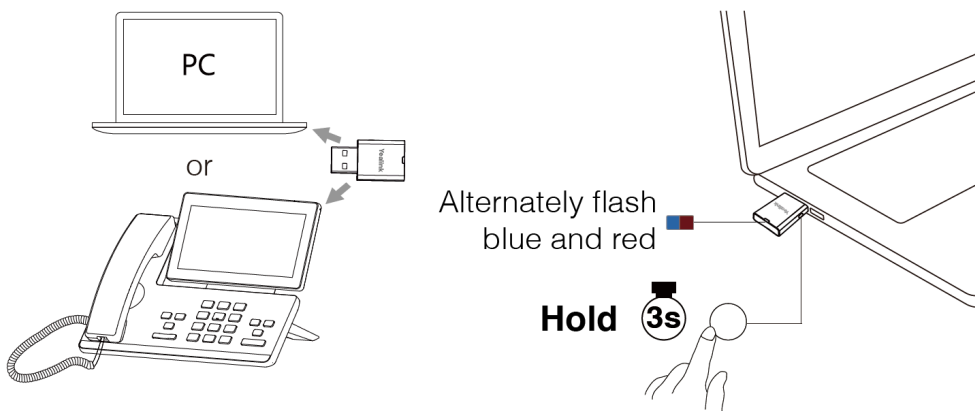
In the event that the WDD60 is unpaired or bought separately, you will need to pair the WDD60 with the headset.

1. Put the headset into pairing mode.

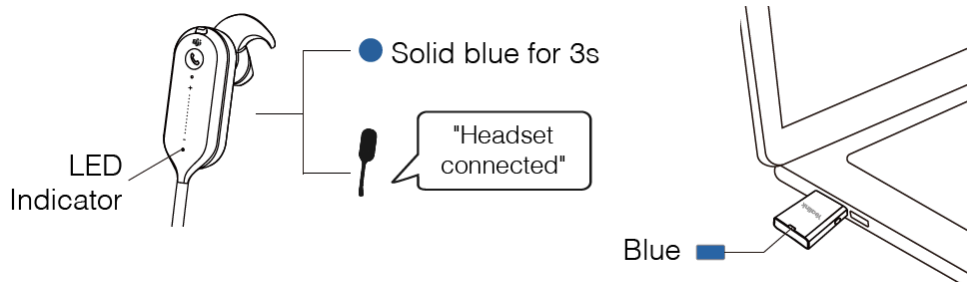



2. Put the WDD60 into pairing mode.

You can connect the WDD60 to PC or IP phone.



Pair successfully



 **Note:** One WDD60 can only connect to one device at a time.

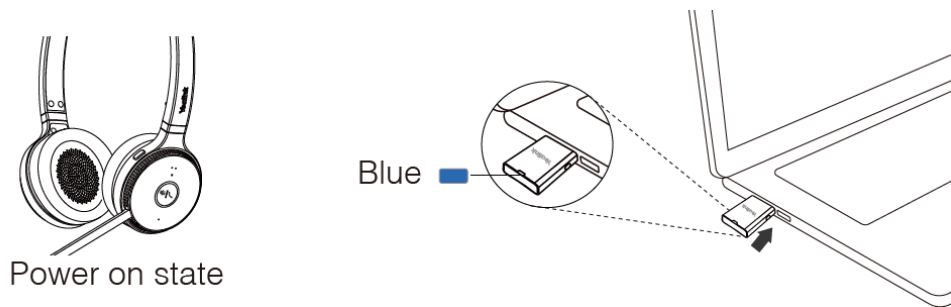
Connect Headset

- [Connect WH62 Portable to PC/IP Phone](#)
- [Connect WH63 Portable to PC/IP Phone](#)

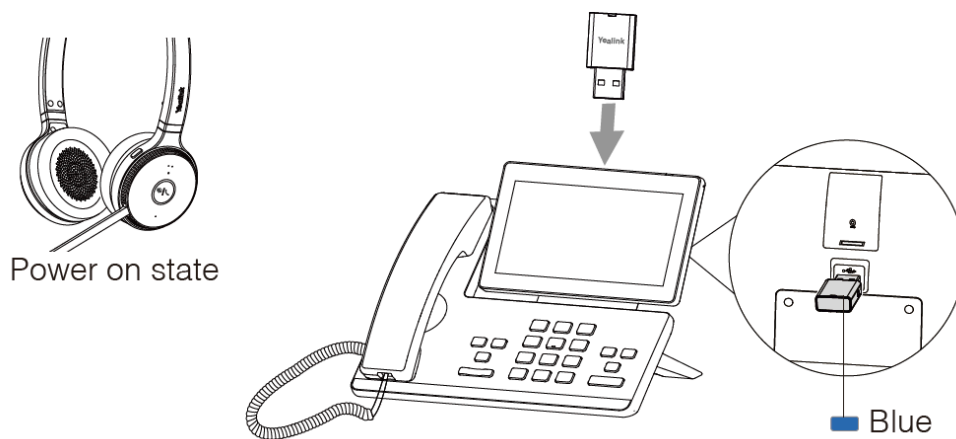
Connect WH62 Portable to PC/IP Phone

The headset and the WDD60 are pre-paired and ready for use.

- Connect to PC



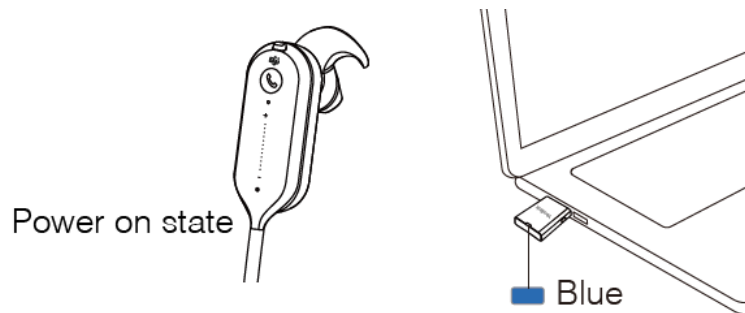
- Connect to IP Phone



Connect WH63 Portable to PC/IP Phone

The headset and the WDD60 are pre-paired and ready for use.

- Connect to PC



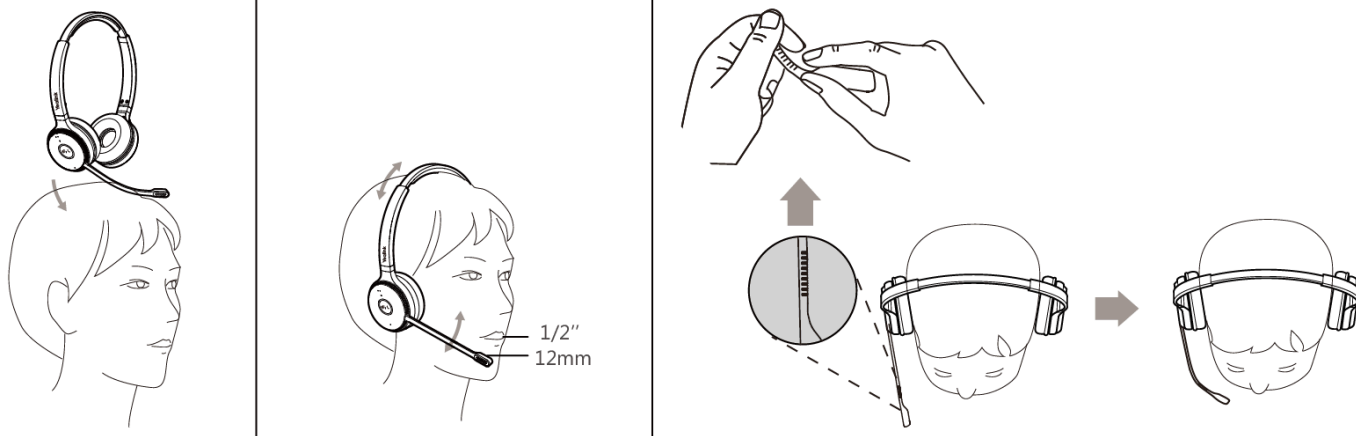
- Connect to IP Phone




Wear the Headset

- [Wear WH62 Portable](#)
- [Wear WH63 Portable](#)

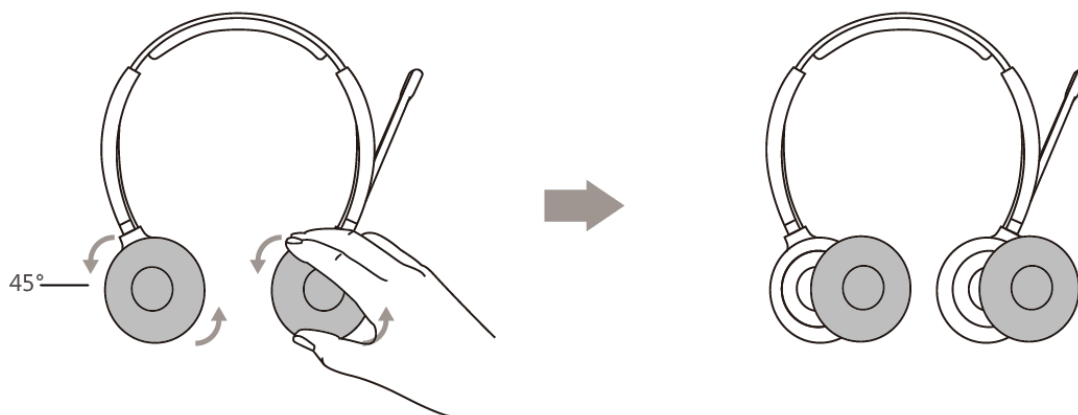
Wear WH62 Portable



 **Note:** When you are in music mode, you can wear the headset with the microphone in your right ear, and you will have a better stereo sound experience.

- [Replace Ear Cushions of WH62 Portable](#)

Replace Ear Cushions of WH62 Portable

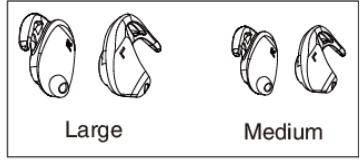
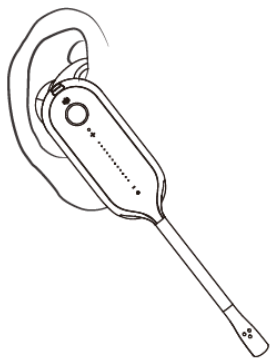
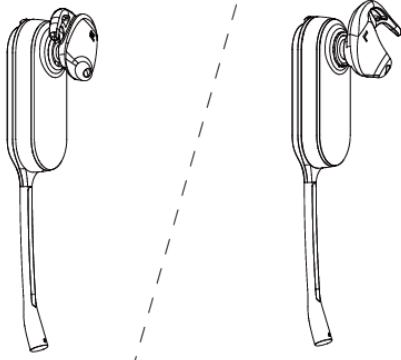


Wear WH63 Portable

1. Eartip wearing style: easier to wear

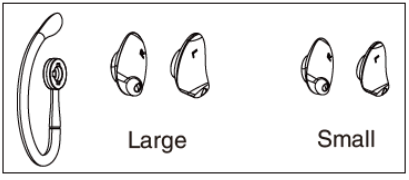
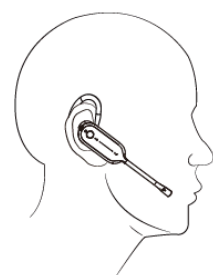
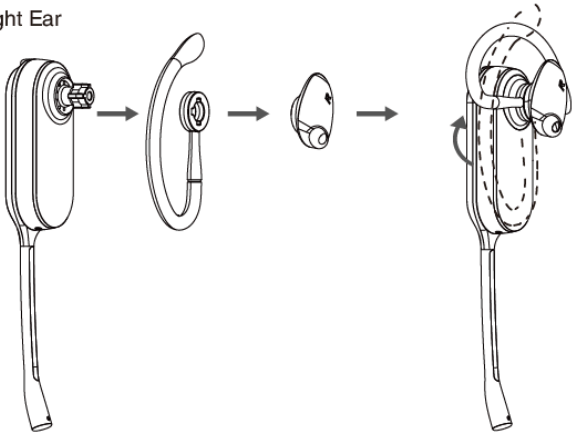
Right Ear (ready to use out of the box)

Left Ear



2. Earhook & Eartip wearing style: to enhance stability

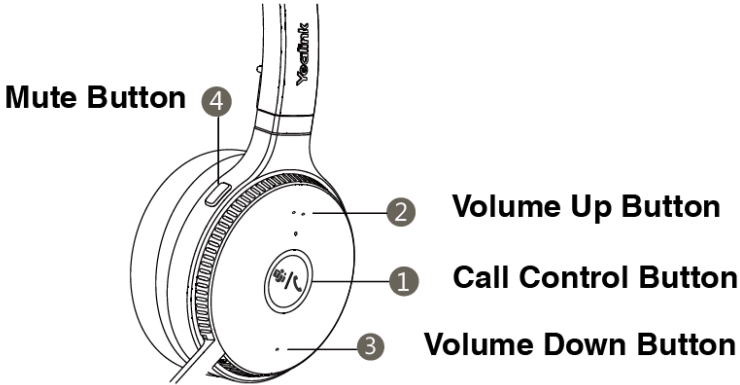
Right Ear



WH62 Portable Headset Usage

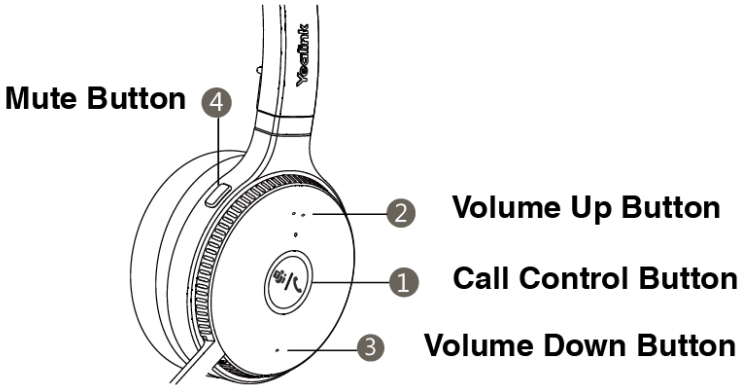
- [Basic Call Usage](#)
- [Multiple Calls Handling](#)

Basic Call Usage



No.	Feature	Action
1	Answer or end a call	Press the Call Control Button
	Reject a call	Double-press the Call Control Button
	Hold or resume a call	Hold the Call Control Button for 2s
2/3	Volume up or down	Press the Volume Up/Down Button
4	Mute or unmute your microphone	Press the Mute Button or move the microphone boom-arm up/down

Multiple Calls Handling

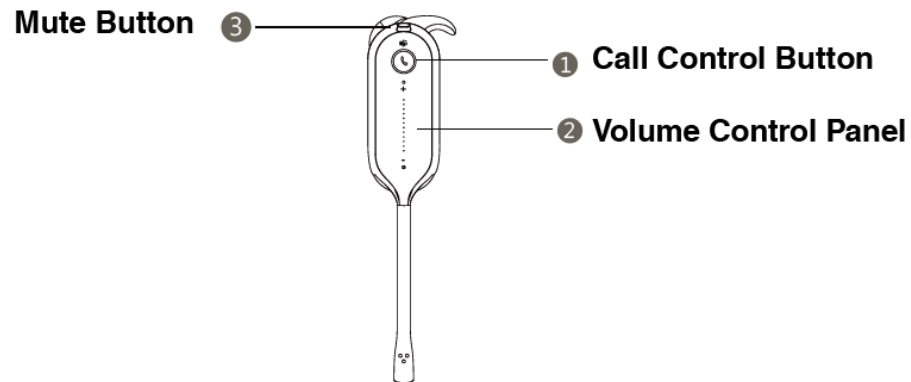


No.	Feature	Action
1	End the current call and answer the incoming call	Press the Call Control Button
	Hold the current call and answer the incoming call	Hold the Call Control Button for 2s
	Reject incoming call, while on a current call	Double-press the Call Control Button
	Switch between held call and active call	Hold the Call Control Button for 2s

WH63 Portable Headset Usage

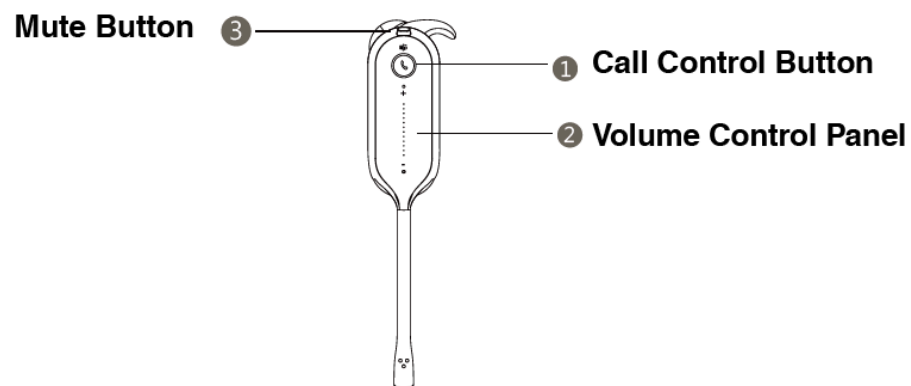
- [Basic Call Usage](#)
- [Multiple Calls Handling](#)

Basic Call Usage




No.	Feature	Action
1	Answer or end a call	Press the Call Control Button
	Reject a call	Double-press the Call Control Button
	Hold or resume a call	Hold the Call Control Button for 2s
2	Volume up or down	Slide the Volume Control Panel up or down
3	Mute or unmute your microphone	Press the Mute Button

Multiple Calls Handling



No.	Feature	Action
1	End the current call and answer the incoming call	Press the Call Control Button

No.	Feature	Action
	Hold the current call and answer the incoming call	Hold the Call Control Button for 2s
	Reject incoming call, while on a current call	Double-press the Call Control Button
	Switch between held call and active call	Hold the Call Control Button for 2s

 **Note:** It is not applicable for Teams software temporarily because of the Microsoft Teams issue.

Auto-Switch

WH62/WH63 Portable headsets support pairing multiple devices (Base/WDD60 dongle) for office and home, providing a seamless hybrid work experience. Take the paired headset to the office or home and it will automatically connect to the base or WDD60.

 **Note:**

- One headset and base/WDD60 only needed to be paired once.
- One headset can only be connected to one WDD60 or one base.

About this task: You need to purchase the base separately, and do the following to pair the base.

 **Note:** The headset and the WDD60 are pre-paired and ready for use.

Manually pair a headset with base

1. Connect the base to power supply.
2. Dock the headset to the base.
3. The headset and the base will pair automatically and the headset's LED indicator glows blue.

Yealink USB Connect

Yealink USB Connect is a computer software designed to manage Yealink USB devices.

With Yealink USB Connect, you can:

- Get an overview of connected Yealink USB devices
- Update your WDD60 and headset. When supporting the OTA upgrade (as shown in the picture below), the headset will upgrade the headset software through over-the-air transmission.
- Provide device support, such as log file collection, feedback, and device recovery.

The screenshot displays the Yealink USB Connect web interface. On the left, there is a navigation menu with options: Return, Device status (selected), Device settings, Update device, and Device support. The main content area shows the device status for a WH62 Portable headset. The status is summarized in a table:

Equipment model WH62 Portable Add a remark	Firmware version 19.420.254.22
Power --	Serial number (SN) 808039E042400063
Hardware version 19.0.0.0.0.0.0	DECT Region European Union
Base RFPI 0390FA43A0	Headset IPUI 0228C62054
Headset Version 104.0.50.13	Headset OTA Upgrade Supported

Note: Download via support.yealink.com.

- [Download and Install](#)
- [Firmware Update](#)

Related information

[Basic Settings](#)

[Advanced Settings](#)

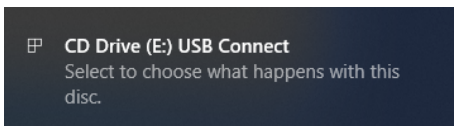
Download and Install

Before you begin

Connect the WDD60 to your PC.

Procedure

1. If it is the first time to connect the WDD60 to your PC, the PC prompts you as shown below:



- Click the prompt box and run the program.

CD Drive (E:) USB Connect

Choose what to do with this disc.

Install or run program from your media



Run wscript.exe
Published by Microsoft Windows

Other choices

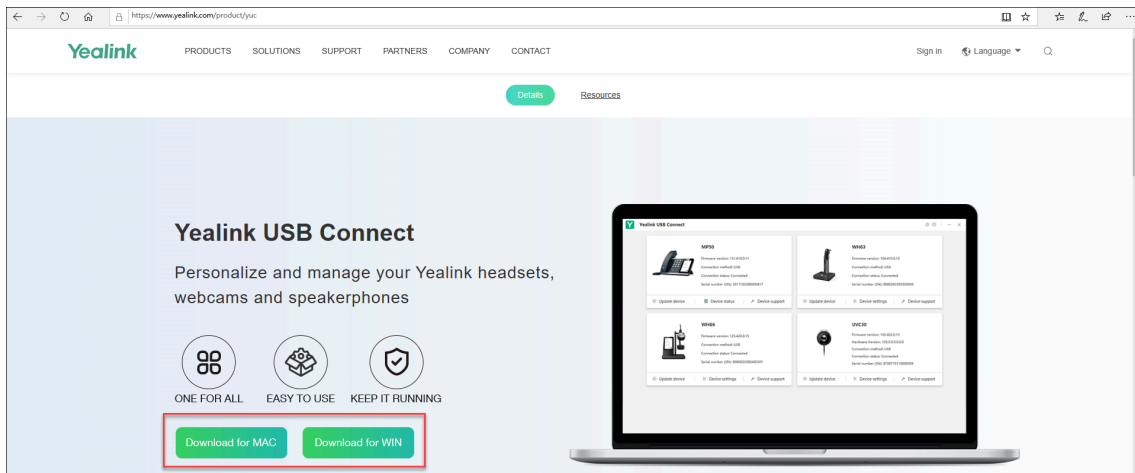


Open folder to view files
File Explorer



Take no action

- Download the Yealink USB Connect on the web page.



If the prompt box disappears, you can double-click the **CD drive: USB Connect** in the devices and drives list.

Devices and drives (3)



Local Disk (C:)
14.9 GB free of 59.4 GB



DVD Drive (D:)



CD Drive (E:) USB Connect
52.0 KB free of 70.0 KB

Download the Yealink USB Connect on the web page.

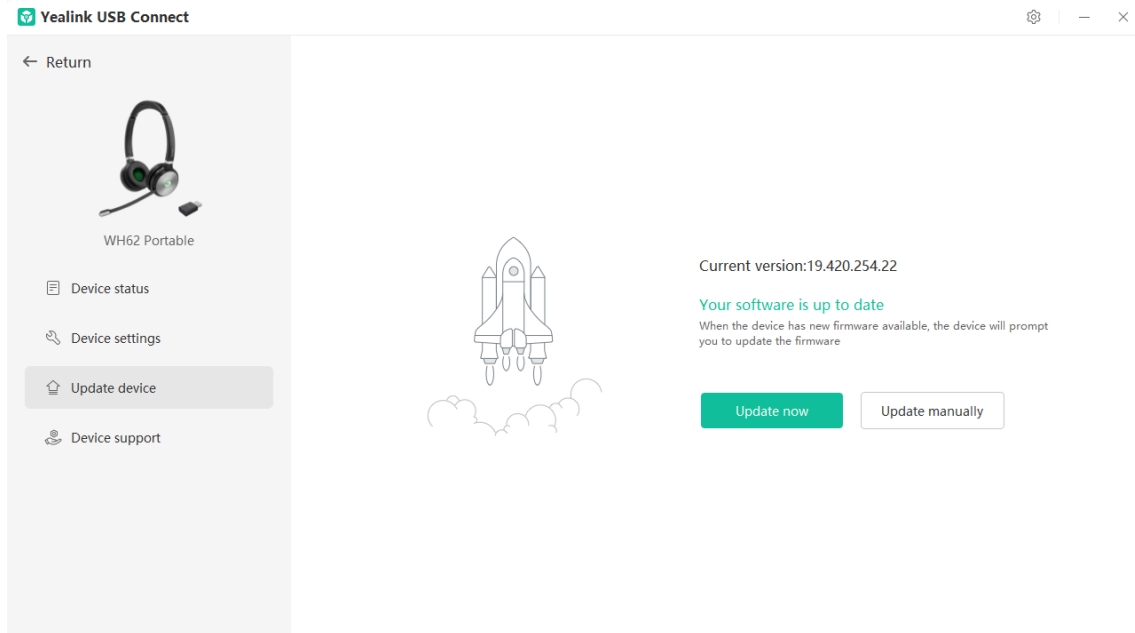


Note: If it detects that Yealink USB Connect has been installed after connecting, Yealink USB Connect will automatically run.

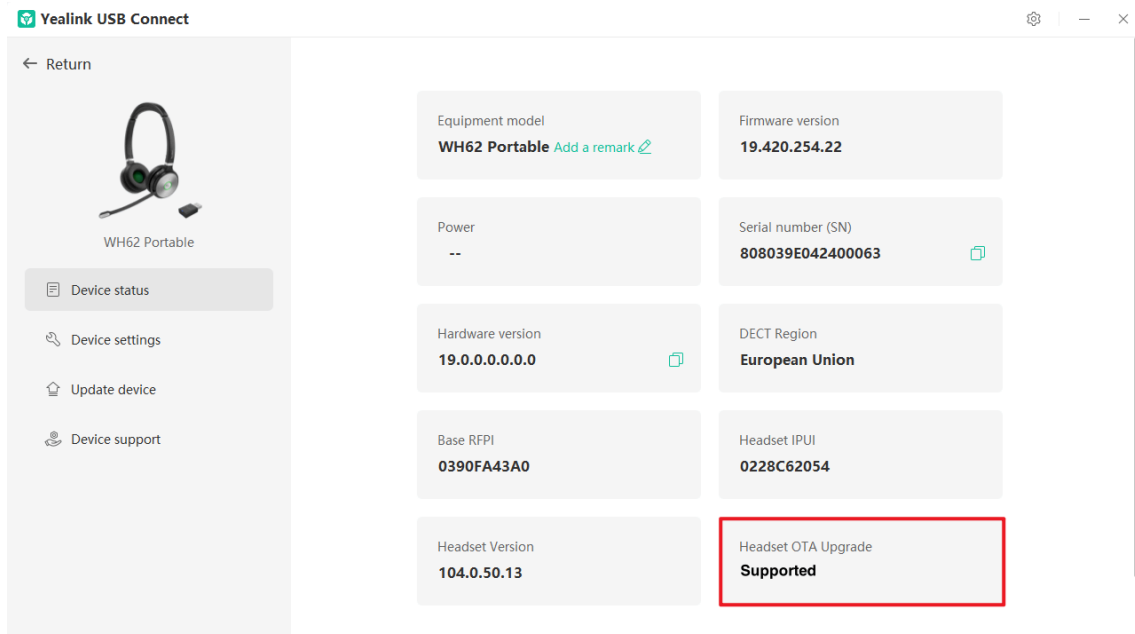
Firmware Update

Procedure

1. Connect the WDD60 to the USB port of a PC.
2. Click **Update device** to select **Update now** or **Update manually**.





Note: The headset used with WDD60 should upgrade the firmware through over-the-air transmission. You can check whether the headset supports OTA upgrade through Yealink USB Connect.







For more information on Yealink USB Connect, refer to [Yealink USB Device Manager Client User Guide](#).

Basic Settings

Sound	
Keypad Tone	Enable/disable the paired headset to produce a sound when pressing the keypad keys.
Headset Volume	Adjust the playback volume.
PC Softphone	
Call Control with Softphone	Enable USB call control or not.
Headset Local Ringtone	<p>Set whether a local ringtone is transmitted from the headset when a call comes from a device connected via USB.</p> <p> Note: If there is no ringtone in the headset when the call comes in, you can enable this feature to make the headset plays the built-in ringtone.</p> <p>Default: Off.</p>
Deskphone	
Headset Local Ringtone	<p>Set whether the headset will play the local ringtone when the desk phone has an incoming call.</p> <p> Note: If this feature is enabled, the headset will play the built-in ringtone when the phone has an incoming call. You can turn off this feature via Yealink USB Connect. If the phone has its own ringtone, you can disable the Headset Local Ringtone.</p> <p>Default: On.</p>

Advanced Settings

General	
Audio Bandwidth	<p>Wideband provides better audio, and narrowband provides better battery life.</p> <ul style="list-style-type: none"> • Narrowband • Wideband
Wireless Range	<p>Select the wireless range between the headset and WDD60. When the headset exceeds the preset wireless range, it will prompt you out of range. If you experience signal interference from other wire devices, select Medium or Short.</p> <ul style="list-style-type: none"> • Long: the wireless range is up to 150 m. • Medium: the wireless range is up to 30 m. • Short: the wireless range is up to 10 m.

Voice Guidance	<p>Enable/disable the paired headset to play voice prompts.</p> <ul style="list-style-type: none"> • Battery Low: battery < 5% • Out of range
Voice Guidance Language	<p>Select the voice guidance from a list of 4 languages. Or choose Follow screen language.</p> <p>Default: English.</p> <ul style="list-style-type: none"> • English. • Deutsch. • French. • Spanish.
Mute Reminder	<p>Enable/disable the paired headset to play a periodic audio reminder when the microphone is muted.</p> <p> Note: If the microphone boom-arm is moved down and the headset is in the mute status during the call, the headset will play a "Muted" audio reminder when the interval between two sound sources detected by the microphone exceeds 5 seconds.</p>
Mute Reminder Interval	<p>Configure the interval time to play a periodic audio reminder when the microphone is muted.</p> <p> Note: It appears only if Mute Reminder is enabled. Only when you speak continuously, will the headset play the audio reminder according to this configured period.</p>
USB Computer Audio	<p>This setting determines when your headset receives audio from a connected PC.</p> <p>Default: Instant.</p> <ul style="list-style-type: none"> • Instant: To have the audio (not call audio) turned on instantly. • Delayed: To have the audio (not call audio) turned on automatically with a brief delay. The delay will filter out short notifications sounds from the PC. • Never: To never have audio (not call audio) in the headset. • Always: to always have audio in the headset, this will affect the battery life.
Music Mode	<p>Turn on to optimize audio for music. Audio quality for calls are not affected by this setting.</p> <p>Default: On</p> <p> Note:</p> <ul style="list-style-type: none"> • Audio quality for calls is not affected by this setting. • Enable the music mode will affect the deployment density. For more information about deployment density, refer to Yealink WH6X Deployment and Density White paper.
Platform	<p>Change the platform between UC and Teams.</p> <p> Note: If you want to change the platform, contact your Yealink support team.</p>

Calling	
PC Call Device	Select which device to use for outgoing call.
Auto Answer when Undocked	Enable/disable incoming calls to be answered by undocking the headset (remove the headset from the charging cable).
Open Line when Undocked	Enable/disable to enter the dialing screen when undocking the headset (remove the headset from the charging cable).
Headset Busylight	If enabled, the headset LED indicator will tell the call status.
Equalizer for Calls	Select an audio preference to use for all calls. Default: Normal. <ul style="list-style-type: none"> • Normal: The bass and treble balanced. • Bass: The bass enhanced. • Treble: The treble enhanced.
Comfort Noise	To indicate the other party that call is online by adding a weal and comfortable noise.
Hearing Protection	
Anti-Startle Protection	Configure which hearing protection technology to be used.
Daily Noise Exposure	Configure the daily noise exposure levels.

Support

- [FAQ](#)
- [Safety Instructions](#)

FAQ

View the FAQ guide on <http://support.yealink.com/>.

Safety Instructions

- Storage temperature: - 30°C to +70°C (-22 to +158°F)
Charging temperature: +32 to 104°F (0 to 40°C)
- Do not store the headset for extended periods of time without recharging the battery (max. three months).
- If the headset or WDD60 becomes dirty, we recommend that you clean them with a soft, lint-free cloth that has been dampened with clean water.