

Wireless Stereo Headset

h.ear in 3 Truly Wireless (WF-H800)



Use this manual if you encounter any problems, or have any questions.

Update the software of the headset and “Sony | Headphones Connect” app to the latest version. For details, refer to the following:

<https://www.sony.net/elesupport/>

## Getting started

[What you can do with the Bluetooth function](#)

[About the voice guidance](#)

## Supplied accessories

- [Checking the package contents](#)
- [Replacing the earbuds](#)
- [When you have finished using the headset](#)

## Parts and controls

- [Location and function of parts](#)
- [About the indicator](#)

## Wearing the headset

- [Wearing the headset](#)
- [Using only one unit of the headset](#)

## Power/Charging

- [Charging the headset](#)
- [Available operating time](#)
- [Checking the remaining battery charge](#)
- [Turning on the headset](#)
- [Turning off the headset](#)

## Making connections

### [How to make a wireless connection to Bluetooth devices](#)

#### Easy setup with app

- [Connecting with the "Sony | Headphones Connect" app](#)

#### Android smartphone

- [Pairing and connecting with an Android smartphone](#)
- [Connecting to a paired Android smartphone](#)
- [One-touch connection \(NFC\) with an Android smartphone](#)
- [Disconnecting the Android smartphone with one-touch \(NFC\)](#)
- [Switching the device by one-touch \(NFC\)](#)

#### iPhone (iOS devices)

- [Pairing and connecting with an iPhone](#)
- [Connecting to a paired iPhone](#)

### [Disconnecting Bluetooth connection \(after use\)](#)

## Listening to music

#### Listening to music via a Bluetooth connection

- [Listening to music from a device via Bluetooth connection](#)
- [Controlling the audio device \(Bluetooth connection\)](#)
- [Disconnecting Bluetooth connection \(after use\)](#)

#### Sound quality mode

[About the sound quality mode](#)

[Supported codecs](#)

[About the DSEE HX function](#)

## Making phone calls

[Receiving a call](#)

[Making a call](#)

[Functions for a phone call](#)

[Disconnecting Bluetooth connection \(after use\)](#)

## Using the voice assist function

[Using the Google Assistant](#)

[Using Amazon Alexa](#)

[Using the voice assist function \(Google app\)](#)

[Using the voice assist function \(Siri\)](#)

## Using the apps

[What you can do with “Sony | Headphones Connect” app](#)

[Installing “Sony | Headphones Connect” app](#)

## Important information

[Precautions](#)

[License notice](#)

[Trademarks](#)

[Customer support websites](#)

## Troubleshooting

[What can I do to solve a problem?](#)

### Power/Charging

- [Unable to turn on the headset.](#)
- [Charging cannot be done.](#)
- [Charging time is too long.](#)
- [The headset cannot be charged even if connecting the charging case to a computer.](#)

[The remaining battery charge of the headset is not displayed on the screen of smartphone.](#)

## Sound

[No sound](#)

[Low sound level](#)

[There is a difference in volume between the left and right sides, insufficient low-frequency sound.](#)

[Low sound quality](#)

[Sound skips frequently.](#)

## Bluetooth

[Pairing cannot be done.](#)

[One-touch connection \(NFC\) does not work.](#)

[Unable to make a Bluetooth connection.](#)

[Distorted sound](#)

[The Bluetooth wireless communication range is short, or the sound skips.](#)

[The headset does not operate properly.](#)

[Cannot hear a person on a call.](#)

[Low voice from callers](#)

## Resetting or initializing the headset

[Resetting the headset](#)

[Initializing the headset to restore factory settings](#)

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## What you can do with the Bluetooth function

---

The headset uses BLUETOOTH® wireless technology, allowing you to do the following.

### | Listening to music

You can receive audio signals from a smartphone or music player to enjoy music wirelessly.



### | Talking on the phone

You can make and receive calls hands-free, while leaving your smartphone or mobile phone in your bag or pocket.



Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## About the voice guidance

---

In the factory setting, when you wear the headset, you will hear the English voice guidance via the headset. You can change the language of the voice guidance and turn on/off the voice guidance using “Sony | Headphones Connect” app. For more details, refer to the “Sony | Headphones Connect” app help guide.

[https://rd1.sony.net/help/mdr/hpc/h\\_zz/](https://rd1.sony.net/help/mdr/hpc/h_zz/)

You will hear a voice guidance in the following situations via the left and right units of the headset.

- When the headset is turned on: “Power on”
- When informing the remaining battery charge of the headset: “Battery about XX %” (The “XX” value indicates the approximate remaining charge. Use it as a rough estimate.) / “Battery fully charged”
- When the remaining battery charge of the headset is low: “Low battery, please recharge headset”
- When automatically turning off due to low battery of the headset: “Please recharge headset. Power off”

You will hear a voice guidance in the following situations via the left unit (or via the right unit when you are wearing only the right unit) of the headset.

- When powering off with the “Sony | Headphones Connect” app: “Power off”
- When entering pairing mode: “Bluetooth pairing”
- When establishing a Bluetooth connection: “Bluetooth connected”
- When disconnecting a Bluetooth connection: “Bluetooth disconnected”

You will hear a voice guidance in the following situation via the unit to which the Google Assistant feature is assigned.

- When the Google Assistant is not available on the smartphone connected to the headset even if you press and hold the button for about 2 seconds on the unit to which the Google Assistant feature is assigned: “The Google Assistant is not connected”

You will hear a voice guidance in the following situation via the unit to which the Amazon Alexa feature is assigned.

- When Amazon Alexa is not available on the smartphone connected to the headset even if you press the button on the unit to which the Amazon Alexa feature is assigned: “Either your mobile device isn’t connected; or you need to open the Alexa App and try again”

### Note

- When you are wearing only one unit of the headset, you will hear a voice guidance via the unit you are wearing.
- It takes about 20 minutes when you change the language of the voice guidance.
- When you initialize the headset to restore the factory settings after you change the language of the voice guidance, the language will also return to the factory setting.
- If the voice guidance is not heard after changing the voice guidance language or updating the software of the headset, set the headset into the charging case to turn it off, then remove the headset from the charging case to turn it on again.

---

### Related Topic

- [Using only one unit of the headset](#)



Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## Checking the package contents

After opening the package, check that all of the items in the list are included. If any items are missing, contact your dealer.

Numbers in ( ) indicate the item amount.

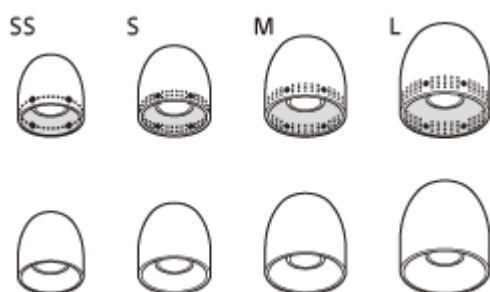
Wireless Stereo Headset

USB Type-C™ cable (USB-A to USB-C™) (approx. 20 cm (7.88 in.)) (1)



Long hybrid silicone rubber earbuds (SS/S/M/L 2 each)

- M-sized long hybrid silicone rubber earbuds come attached to the left and right units of the headset.  
The method of determining the sizes of the supplied earbuds differs depending on the color of the headset.  
If there are dotted lines inside the bottom of the earbuds, you can determine the size based on the number of lines. If there are no dotted lines, you can determine the size based on the color of the inside of the earbuds.



**SS size:** 1 line or red

**S size:** 2 lines or orange

**M size:** 3 lines or green

**L size:** 4 lines or light blue

Charging case (1)



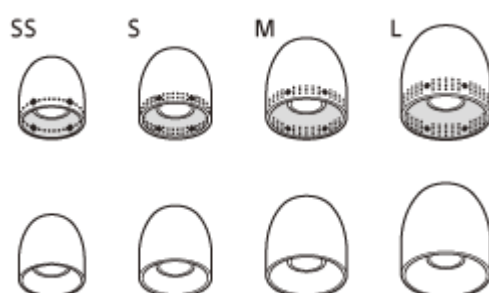


## Replacing the earbuds

M-sized long hybrid silicone rubber earbuds come attached to the left and right units of the headset. If the earbuds tend to come off or you feel that there is insufficient low frequency sound and a difference in volume between the left and right units, change the earbuds to another size to comfortably and snugly fit your left and right ears.

### Long hybrid silicone rubber earbuds

The method of determining the sizes of the supplied earbuds differs depending on the color of the headset. If there are dotted lines inside the bottom of the earbuds, you can determine the size based on the number of lines. If there are no dotted lines, you can determine the size based on the color of the inside of the earbuds.



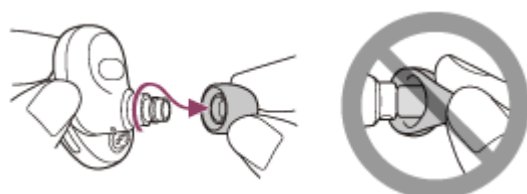
**SS size:** 1 line or red

**S size:** 2 lines or orange

**M size:** 3 lines or green

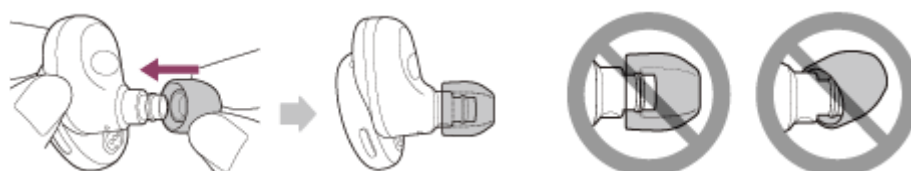
**L size:** 4 lines or light blue

#### 1 Remove the earbuds.



- Do not pinch the end of the earbud when removing it.

#### 2 Attach the earbuds.

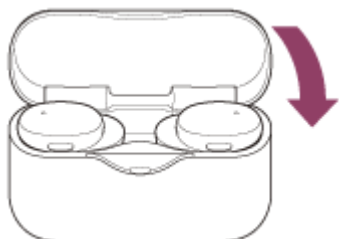


- Firmly insert the earbuds all the way. Do not attach the earbuds in a loose or skewed manner.

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## When you have finished using the headset

When you have finished using the headset, be sure to keep the headset in the charging case.  
Close the lid of the charging case.



### Note

- If any water drops are left in the microphone hole of the headset, it may cause corrosion. If you get water on the headset, turn the microphone hole downward and gently tap it about 5 times towards a dry cloth, etc.

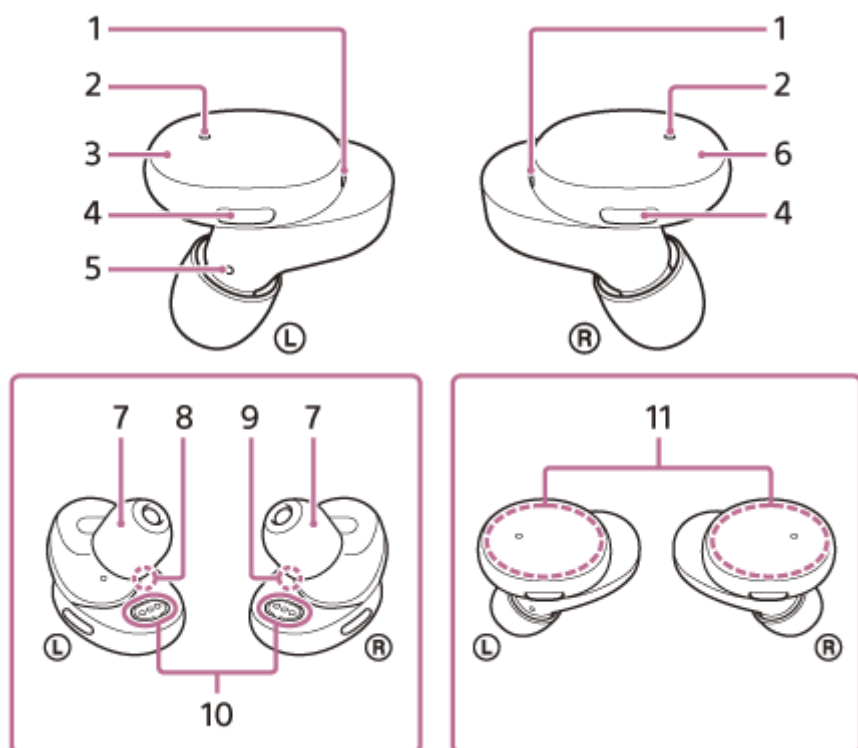


- If perspiration or water is left on the charging port, it may impair the ability to charge the unit. Immediately wipe off any perspiration or water on the charging port after use.



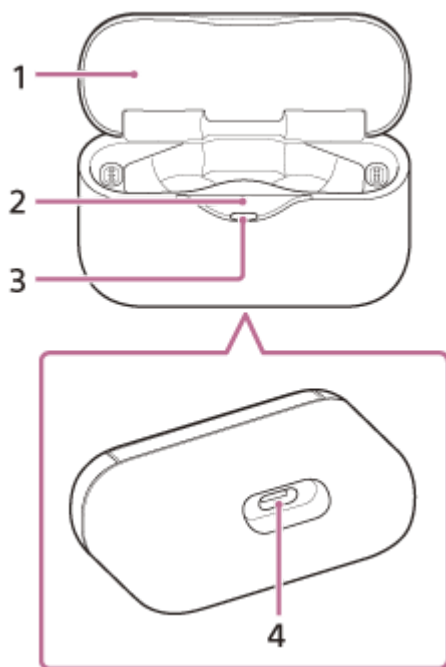
## Location and function of parts

### Headset



1. Indicators (red/blue)  
Light up in red while charging.  
Light up in red or blue to indicate the power or communication status of the headset.  
In the factory setting, when you wear the headset, the indicators turn off.
2. Microphones  
Pick up the sound of your voice when talking on the phone.
3. Left unit
4. Buttons  
Press to operate the headset.
5. Tactile dot  
There is a tactile dot on the left unit.
6. Right unit
7. Earbuds
8. Ⓛ (left) mark
9. Ⓡ (right) mark
10. Charging ports
11. Built-in antenna  
A Bluetooth antenna is built into the headset.

### Charging case



1. Lid
2. N-Mark
3. Indicator (red)  
Lights up while charging.
4. USB Type-C port  
Connect the charging case to an AC outlet via a commercially available USB AC adaptor or to a computer with the supplied USB Type-C cable to simultaneously charge both the headset and the charging case.

---

#### Related Topic

- [About the indicator](#)
- [Checking the remaining battery charge](#)

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## About the indicator

You can check various statuses of the headset by the indicator.

● : Turns on in blue / ● : Turns on in red / -: Turns off

### Turning on

The headset turns on when it is removed from the charging case.

● - ● (flashes twice in blue)

In this case, when the remaining battery charge is 20% or lower (requires charging), the indicator lights successively as follows.

■ - ■ - ■ (repeatedly flashes slowly in red for about 15 seconds)

For details, see [“Checking the remaining battery charge”](#).

### Turning off

When the headset is not worn in your ears for about 5 minutes after being removed from the charging case, the headset turns off automatically.

■ (lights up in blue for about 2 seconds)

### When the remaining battery charge is low (headset/charging case):

■ - ■ - ■ (repeatedly flashes slowly in red for about 15 seconds)

### Charging (indicated by the indicator of the charging case)

You can check the charging state with the indicator (red) of the charging case.

- While charging the headset / While charging the charging case

■ (lights up in red)

The indicator (red) on the charging case lights up while the headset is placed in the charging case and is being charged. The indicator turns off after charging of the headset is complete.

When charging the headset and charging case by connecting the charging case to an AC outlet, the indicator (red) on the charging case turns off after both charging of the headset and charging case are completed.

- When the remaining battery charge of the charging case becomes low

When you close the lid of the charging case, if the remaining battery charge of the charging case is 30% or lower, the indicator (red) on the charging case lights as follows.

■ - ■ - ■ (repeatedly flashes slowly in red for about 15 seconds)

- Abnormal temperature

● ● - - ● ● - - (repeatedly flashes twice in red)

- Abnormal charging

■ - - ■ - - (repeatedly flashes slowly in red)

### Bluetooth function

In the factory setting, when you wear the headset, the indicator turns off. If you change the setting on the “Sony | Headphones Connect” app so that the headset does not turn off from the automatic power off function by wearing detection, the indicator will not turn off even when the headset is worn.

- Device registration (pairing) mode

● ● - - ● ● - - (repeatedly flashes twice in blue)

- Not connected  
● -- ● -- ● -- ● -- (repeatedly flashes in blue at about 1-second intervals)
- Connection process completed  
● ● ● ● ● ● ● ● (repeatedly flashes quickly in blue for about 5 seconds)
- Connected  
● ----- ● ----- (repeatedly flashes in blue at about 5-second intervals)
- Incoming call  
● ● ● ● ● ● ● ● (repeatedly flashes quickly in blue)

The unconnected and connected status indications automatically turn off after a period of time has passed. They start flashing again for a period of time when some operation is performed. When the remaining battery charge becomes low, the indicator (red) starts flashing.

## Other

- Updating software  
● -- ● -- (repeatedly flashes slowly in blue)
- Initialization completed  
● ● ● ● (flashes 4 times in blue)  
For details, see [“Initializing the headset to restore factory settings”](#).

### Hint

- In the factory setting, when you wear the headset, the indicators turn off. When you are wearing the headset, you can check various statuses of the headset by the voice guidance.

## Related Topic

- [What you can do with “Sony | Headphones Connect” app](#)
- [About the voice guidance](#)

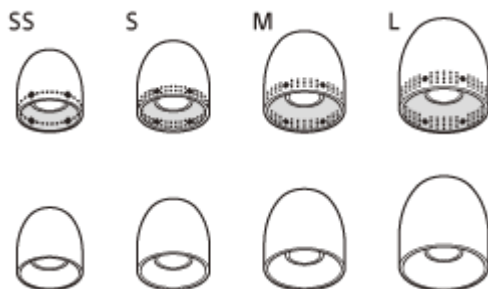
## Wearing the headset

### 1 Attach the earbuds to the headset.

M-sized long hybrid silicone rubber earbuds come attached to the left and right units of the headset. If the earbuds tend to come off or you feel that there is insufficient low frequency sound and a difference in volume between the left and right units, change the earbuds to another size to comfortably and snugly fit your left and right ears.

#### Long hybrid silicone rubber earbuds

The method of determining the sizes of the supplied earbuds differs depending on the color of the headset. If there are dotted lines inside the bottom of the earbuds, you can determine the size based on the number of lines. If there are no dotted lines, you can determine the size based on the color of the inside of the earbuds.



**SS size:** 1 line or red

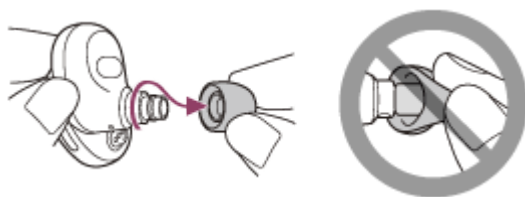
**S size:** 2 lines or orange

**M size:** 3 lines or green

**L size:** 4 lines or light blue

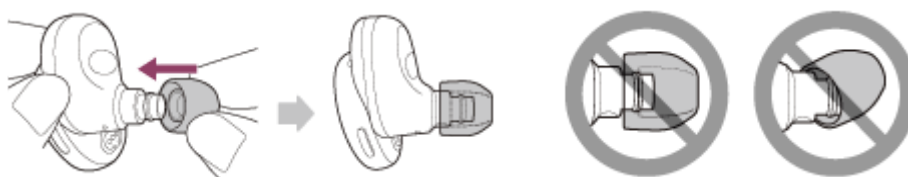
Be careful of the following when you change the earbuds.

#### To remove the earbuds



- Do not pinch the end of the earbud when removing it.

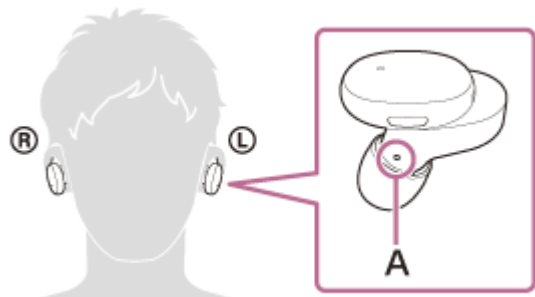
#### To attach the earbuds



- Firmly insert the earbuds all the way. Do not attach the earbuds in a loose or skewed manner.

### 2 Insert the headset units into both ears.

Put the unit with the Ⓛ (left) mark on your left ear and the unit with the Ⓡ (right) mark on your right ear. The left unit has a tactile dot.



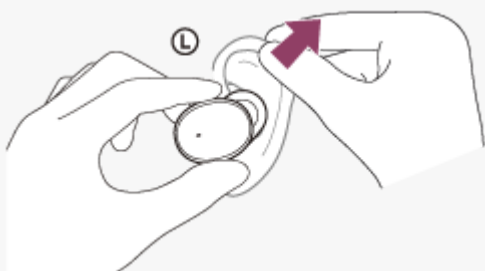
**A:** Tactile dot

Twist the headset to slide the earbud deep into your ear.



#### Hint

- The earbud will be easier to slide deep into your ear if you pull up on the top of the ear lightly while twisting the headset.



### When wearing and removing the headset

In the factory setting, the built-in sensors detect when the headset is attached to or removed from your ears, enabling the headset to pause or resume music playback, as well as control the buttons, indicators, and voice guidance.

#### When the headset is worn

- The indicators of the headset turn off.
- You can use the buttons of the headset to play music, make and receive calls, etc.
- You will hear a voice guidance corresponding to the operation and status.

#### When the headset is removed

- When you listen to music while wearing the headset in both ears, the headset will pause music playback if one unit of the headset is removed. When the unit is worn again, the headset resumes music playback.
- When the headset is not worn in your ears for about 5 minutes after being removed from the charging case, the headset turns off automatically to save the battery. Turn the headset on by pressing and holding the button on the headset for about 2 seconds or by wearing the headset.
- In order to prevent the headset from reacting incorrectly, music playback, making and receiving calls, and other operations cannot be done when not wearing the headset in your ears, even if you press the button.



### Hint

- You can also play music, make and receive calls, etc. when wearing only one unit of the headset in your ear.
- By using the “Sony | Headphones Connect” app, you can change the setting of automatically pausing and resuming the music playback, or automatically turning off the headset.

---

### Related Topic

- [Replacing the earbuds](#)
- [Using only one unit of the headset](#)
- [What you can do with “Sony | Headphones Connect” app](#)

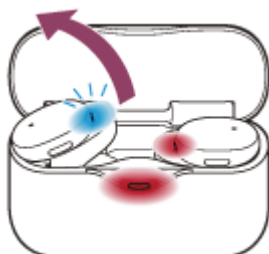
5-007-451-11(3) Copyright 2019 Sony Corporation

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## Using only one unit of the headset

---

You can remove one unit from the charging case and use it by itself.  
In this case, only the unit that has been removed from the charging case will turn on.



### When you put on the other unit of the headset

The connection between the left and right units is established automatically, and you will hear the music or other audio on both units of the headset.

### About the voice guidance

When you are wearing only one unit of the headset, you will hear a voice guidance from that unit.  
When you are wearing both units, you will hear some voice guidance from the left unit. When only wearing the right unit, you will hear such voice guidance from the right unit.

## Assigning functions to the buttons of the headset

Depending on the unit you are wearing, some functions may not be available in the factory setting. In this case, you can change the assignment of functions to the buttons using the “Sony | Headphones Connect” app.

### Hint

- The Google Assistant feature can be assigned to either the left or right unit of the headset.  
When the Google Assistant feature is assigned to the headset and you want to use only one unit of the headset, use the unit with the Google Assistant feature assigned.
- The Amazon Alexa feature can be assigned to either the left or right unit of the headset.  
When the Amazon Alexa feature is assigned to the headset and you want to use only one unit of the headset, use the unit with the Amazon Alexa feature assigned.

### Note

- When you play music or other stereo audio while wearing only one unit, you will hear the sound of either left or right channel depending on the unit you are wearing. You cannot hear monaural sound with the left and right channels mixed.

---

### Related Topic

- [What you can do with “Sony | Headphones Connect” app](#)



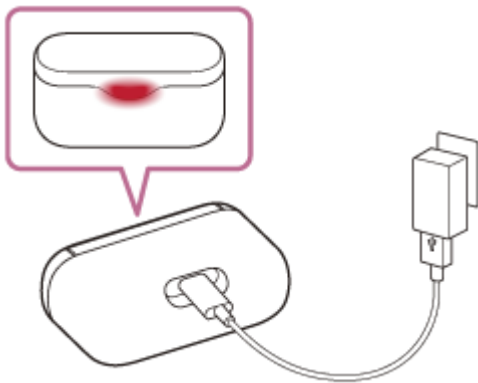
Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## Charging the headset

The headset contains a built-in lithium-ion rechargeable battery. Use the supplied USB Type-C cable to charge the headset before use.

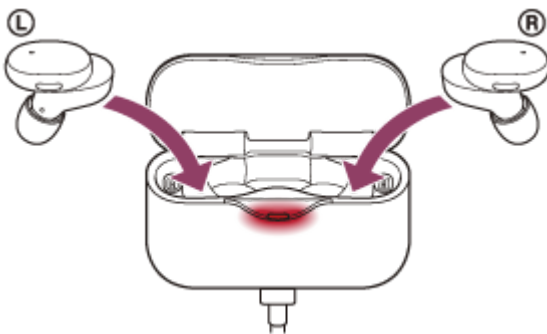
### 1 Connect the charging case to an AC outlet.

Use the supplied USB Type-C cable and a commercially available USB AC adaptor.



The indicator (red) on the charging case lights up, and the charging case starts charging.

### 2 Set the headset into the charging case.



The indicators (red) on the headset light up, and the headset also starts charging.

- Close the lid of the charging case after setting the headset into the charging case.
- If one unit of the headset is finished charging when you open the lid of the charging case, the indicator (red) of the unit is not lit. The other unit continues charging.
- Charging of the headset and the charging case is completed in about 3 hours (\*) and the indicator (red) on the charging case turns off automatically. When you open the lid of the charging case after charging is completed, the indicators (red) of the headset will remain lit for a while.

\* Time required for charging the empty battery to its full capacity. The charging time may differ depending on the conditions of use.

After charging is complete, disconnect the USB Type-C cable.

## About the charging time

The required time for fully charging the headset and the charging case is about 3 hours.

## Charging the headset when you are outside

A rechargeable battery is built into the charging case. If you charge the charging case in advance, you can use it to charge the headset when you go out without a power supply. If the charging case is fully charged, you can fully charge both the left and right units of the headset once at the same time.

The required time for fully charging the left and right units of the headset is about 1.5 hours.

### Notes on charging the headset when you are outside

- When the headset is placed in the charging case, if the indicator (red) on the charging case flashes and then immediately turns off, the remaining battery charge of the charging case is low and the headset cannot be charged.
- If the indicator (red) on the charging case does not turn on/flash even when the headset is placed in the charging case, the battery charge of the charging case is empty.

## System requirements for battery charge using USB

### USB AC adaptor

A commercially available USB AC adaptor capable of supplying an output current of 0.5 A (500 mA) or more

### Personal computer

Personal computer with a standard USB port

- We do not guarantee operation on all computers.
- Operations using a custom-built or homebuilt computer are not guaranteed.

#### Hint

- The headset can be also charged by connecting the charging case to a running computer using the supplied USB Type-C cable.

#### Note

- Charging may not be successful with cables other than the supplied USB Type-C cable.
- Charging may not be successful depending on the type of USB AC adaptor.
- When the charging case with the headset placed in is connected to an AC outlet or computer, all operations such as turning on the headset, registering or connecting to Bluetooth devices, and music playback cannot be performed.
- The headset cannot be charged when the computer goes into standby (sleep) or hibernation mode. In this case, change the computer settings, and start charging the headset once again.
- If the headset is not used for a long time, the rechargeable battery usage hours may be reduced. However, the battery life will improve after a few recharges. If you store the headset for a long time, charge the battery to its full capacity once every 6 months to avoid over-discharge.
- If the headset is not used for a long time, it may take longer to charge the battery.
- Be sure to close the lid of the charging case to prevent the battery of the charging case from being consumed.
- If the headset or the charging case detects a problem while charging due to the following causes, the indicator (red) of the charging case flashes. In this case, charge once again within the charging temperature range. If the problem persists, consult your nearest Sony dealer.
  - Ambient temperature exceeds the charging temperature range of 5 °C - 35 °C (41 °F - 95 °F).
  - There is a problem with the rechargeable battery.

It is recommended to charge in a place with an ambient temperature between 15 °C and 35 °C (59 °F - 95 °F). Efficient charging may not be possible beyond this range.

- If the headset is not used for a long time, the indicator (red) may not immediately light up when charging. Please wait a moment until the indicator (red) lights up.
- If the usage hours of the built-in rechargeable battery decrease significantly, the battery should be replaced. Consult your nearest Sony dealer to replace the rechargeable battery.
- Avoid exposure to extreme temperature changes, direct sunlight, moisture, sand, dust, and electrical shock. Never leave the headset in a parked vehicle.

- When connecting the charging case to a computer, use only the supplied USB Type-C cable, and be sure to directly connect them. Charging will not be properly completed when the charging case is connected through a USB hub.

5-007-451-11(3) Copyright 2019 Sony Corporation

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## Available operating time

The available operating times of the headset with the battery fully charged are as follows:

### Bluetooth connection

#### Music playback time

Codec	DSEE HX	Available operating time
AAC	AUTO	Max. 3 hours
AAC	OFF	Max. 8 hours
SBC	AUTO	Max. 3 hours
SBC	OFF	Max. 8 hours

- About 70 minutes of music playback is possible after 10 minutes charging.

**Communication time:** Max. 5 hours

**Standby time:** Max. 24 hours

#### Hint

- By using the “Sony | Headphones Connect” app, you can check which codec is used for a connection or switch the DSEE HX function.

#### Note

- Usage hours may be different depending on the settings and conditions of use.
- When the Equalizer function is used, the playback time will be shorter by about 45% at most.

#### Related Topic

- [Supported codecs](#)
- [About the DSEE HX function](#)
- [What you can do with “Sony | Headphones Connect” app](#)

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## Checking the remaining battery charge

You can check the remaining battery charge of the rechargeable battery.

### When you are wearing the headset

When you remove the headset from the charging case and put on the headset, the voice guidance indicating the remaining battery charge of the headset can be heard via the left and right units of the headset respectively.

“Battery about XX %” (The “XX” value indicates the approximate remaining charge.)

“Battery fully charged”

The remaining battery charge indicated by the voice guidance may differ from the actual remaining charge in some cases. Please use it as a rough estimate.

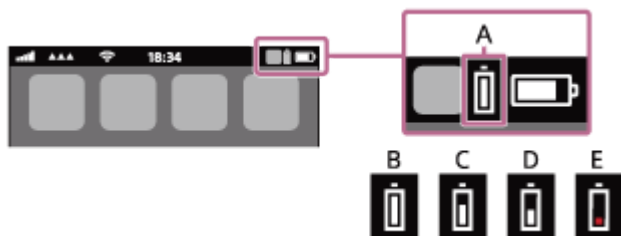
### When the remaining charge becomes low

If a warning beep sounds and the voice guidance says, “Low battery, please recharge headset”, charge the headset as soon as possible.

When the battery becomes completely empty, a warning beep sounds, the voice guidance says, “Please recharge headset. Power off”, and the headset automatically turns off.

### When you are using iPhone or iPod touch

When the headset is connected to an iPhone or iPod touch over an HFP Bluetooth connection, it will show an icon that indicates the remaining battery charge of the headset on the screen of the iPhone or iPod touch.



**A:** Remaining battery charge of the headset

**B:** 100% - 70%

**C:** 70% - 50%

**D:** 50% - 20%

**E:** 20% or lower (requires charging)

The remaining battery charge of the headset is also displayed on the widget of an iPhone or iPod touch running iOS 9 or later. For more details, refer to the operating instructions supplied with the iPhone or iPod touch.

The remaining charge which is displayed may differ from the actual remaining charge in some cases. Please use it as a rough estimate.

### When you are using an Android smartphone (OS 8.1 or later)

When the headset is connected to an Android smartphone via HFP Bluetooth connection, select [Settings] - [Device connection] - [Bluetooth] to display the remaining battery charge of the headset where the paired Bluetooth device is displayed on the smartphone's screen. It is displayed as “100%”, “70%”, “50%”, or “20%”. For details, refer to the operating instructions of the Android smartphone.

The remaining charge which is displayed may differ from the actual remaining charge in some cases. Please use it as a rough estimate.



- You can also check the remaining battery charge with the “Sony | Headphones Connect” app. Android smartphones and iPhone/iPod touch both support this app.

### Note

- The remaining battery charge may not be properly displayed immediately after a software update or if the headset has not been used for a long time. In this case, repeatedly charge and discharge the battery multiple times to properly display the remaining battery charge.

---

### Related Topic

- [What you can do with “Sony | Headphones Connect” app](#)
- [About the indicator](#)

5-007-451-11(3) Copyright 2019 Sony Corporation

## Turning on the headset

### When the headset is set into the charging case

#### 1 Remove the headset from the charging case.

Remove the left unit of the headset by lifting it to the left from the center of the charging case, and remove the right unit by lifting it to the right from the center of the charging case.

The headset turns on automatically and the indicators (blue) flash. When you remove only one unit from the charging case, only the removed unit turns on.



### When the headset is not set into the charging case

When the headset is not worn in your ears for about 5 minutes after being removed from the charging case, the headset turns off automatically. In this case, turn the headset on by pressing and holding the button on the left or right unit of the headset for about 2 seconds or by wearing the headset. The headset will also turn on when it is set into the charging case and then removed from the charging case.

When you put on the headset, you will hear the voice guidance say "Power on".

By using the "Sony | Headphones Connect" app, you can change the setting of the headset so that it will not be turned off automatically.

### When the headset is turned on

When both units are removed from the charging case, the connection between the left and right units is established. The headset goes into Bluetooth pairing mode when turning on the headset for the first time after purchase.

#### Related Topic

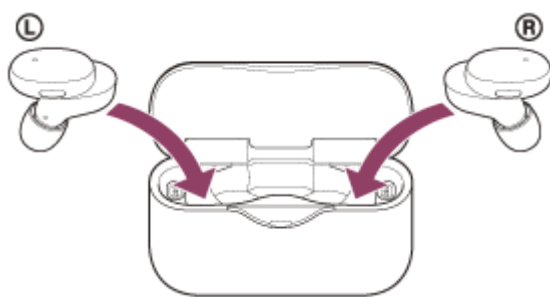
- [Using only one unit of the headset](#)
- [Turning off the headset](#)

## Turning off the headset

### 1 Set the headset into the charging case.

Put the left unit of the headset (the unit with the tactile dot) back into the left hole of the charging case, and put the right unit of the headset back into the right hole of the charging case. Each unit of the headset will be set to the correct position by the built-in magnet.

When the headset is set into the charging case, the headset will turn off automatically. When the remaining battery charge of the charging case is sufficient, the indicators (red) on the headset light up and the charging of the headset will start.



### When the headset is left removed

When the headset is not worn in your ears for about 5 minutes after being removed from the charging case, the headset turns off automatically.

Place the headset into the charging case to turn off the power before that time.

#### Hint

- You can also turn off the headset with the “Sony | Headphones Connect” app.

#### Note

- When the remaining battery charge of the charging case is not sufficient, the charging of the headset will not start. Charge the charging case.

### Related Topic

- [Charging the headset](#)
- [Turning on the headset](#)
- [What you can do with “Sony | Headphones Connect” app](#)

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## How to make a wireless connection to Bluetooth devices

---

You can enjoy music and hands-free calling with the headset wirelessly by using your Bluetooth device's Bluetooth function.

### Device registration (pairing)

To use the Bluetooth function, both of the connecting devices must be registered in advance. The operation to register a device is called "device registration (pairing)".

If the device to be connected does not support one-touch connection (NFC), pair the headset and the device manually.

If the device supports one-touch connection (NFC), you can pair the headset and device and establish a Bluetooth connection by simply touching the charging case with the device.

### Connecting to a paired device

Once a device and the headset are paired, there is no need to pair them again. Connect to devices already paired with the headset using the methods necessary for each device.

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## Connecting with the “Sony | Headphones Connect” app

Launch the “Sony | Headphones Connect” app on your Android™ smartphone/iPhone to connect the headset to a smartphone or iPhone. For more details, refer to the “Sony | Headphones Connect” app help guide.

[https://rd1.sony.net/help/mdr/hpc/h\\_zz/](https://rd1.sony.net/help/mdr/hpc/h_zz/)



### Sony Headphones Connect

#### Note

- The connection with some smartphones and iPhone devices may become unstable when connecting using the “Sony | Headphones Connect” app. In that case, follow the procedures in “[Connecting to a paired Android smartphone](#)”, or “[Connecting to a paired iPhone](#)” to connect to the headset.

#### Related Topic

- [Connecting to a paired Android smartphone](#)
- [Connecting to a paired iPhone](#)
- [What you can do with “Sony | Headphones Connect” app](#)
- [Installing “Sony | Headphones Connect” app](#)

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

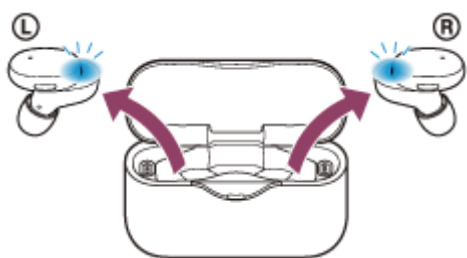
## Pairing and connecting with an Android smartphone

The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.

Before starting the operation, make sure of the following:

- The Android smartphone is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the Android smartphone is in hand.

### 1 Remove both units of the headset from the charging case.

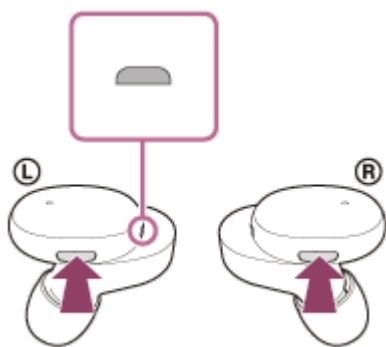


The headset turns on automatically. Check that the indicators (blue) flash.

### 2 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (if the headset has no pairing information), the headset enters pairing mode automatically if you remove the headset from the charging case. In this case, proceed to step 3.

When you pair a second or subsequent device (the headset has pairing information for other devices), press and hold the buttons on both the left and right units for about 7 seconds.



Check that the indicator (blue) repeatedly flashes twice in a row.

When you are wearing the headset, you will hear the voice guidance say, “Bluetooth pairing” from the left unit.

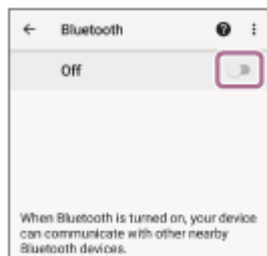
### 3 Unlock the screen of the Android smartphone if it is locked.

### 4 Find the headset on the Android smartphone.

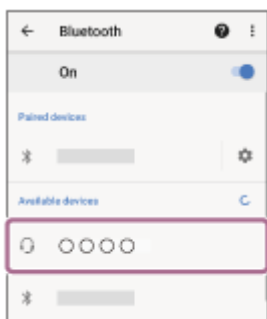
1. Select [Settings] - [Device connection] - [Bluetooth].



2. Touch the switch to turn on the Bluetooth function.



## 5 Touch [WF-H800 (h.ear)].



If Passkey (\*) input is required, input "0000".

The headset and smartphone are paired and connected with each other.

When you are wearing the headset, you will hear the voice guidance say, "Bluetooth connected" from the left unit.

If they are not connected, see "[Connecting to a paired Android smartphone](#)".

If [WF-H800 (h.ear)] does not appear on the Android smartphone screen, try again from the beginning of step 4.

\* A Passkey may be called "Passcode", "PIN code", "PIN number", or "Password".

## About the instruction manual video

Watch the video to find out how to register a device (pairing) for the first time and about the connection procedure for the second and subsequent times.

[https://rd1.sony.net/help/mdr/mov0011/h\\_zz/](https://rd1.sony.net/help/mdr/mov0011/h_zz/)

### Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the Android smartphone.
- To delete all Bluetooth pairing information, see "[Initializing the headset to restore factory settings](#)".

### Note

- When pairing a device, [WF-H800 (h.ear)], [LE\_WF-H800 (h.ear)], or both may be displayed on the connecting device. When both or [WF-H800 (h.ear)] is displayed, select [WF-H800 (h.ear)]; when [LE\_WF-H800 (h.ear)] is displayed, select [LE\_WF-H800 (h.ear)].
- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, set the headset into the charging case, and start the operation again from step 1.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.

- When a 9th device is paired.  
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the Bluetooth device.
  - When the headset is initialized.  
All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

---

## Related Topic

- [Wearing the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired Android smartphone](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

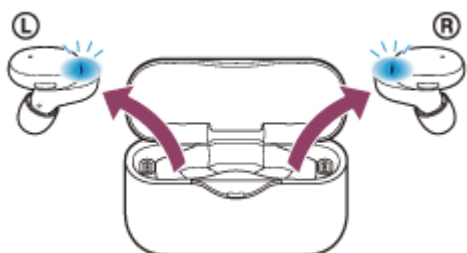


Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## Connecting to a paired Android smartphone

**1** Unlock the screen of the Android smartphone if it is locked.

**2** Remove the headset from the charging case.



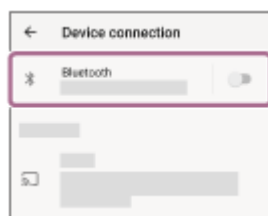
The headset turns on automatically. Check that the indicators (blue) flash.

**3** Put on the headset.

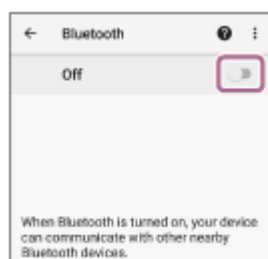
If the headset has automatically connected to the last connected device, you will hear the voice guidance say, "Bluetooth connected" from the left unit (or from the right unit when you are wearing only the right unit). Check the connection status on the Android smartphone. If it is not connected, proceed to step 4.

**4** Display the devices paired with the Android smartphone.

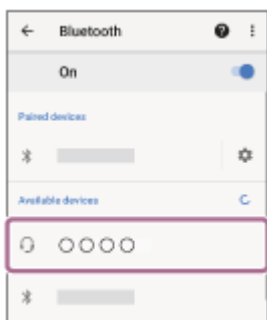
1. Select [Settings] - [Device connection] - [Bluetooth].



2. Touch the switch to turn on the Bluetooth function.



**5** Touch [WF-H800 (h.ear)].



You will hear the voice guidance say, “Bluetooth connected” from the left unit (or from the right unit when you are wearing only the right unit).

## About the instruction manual video

Watch the video to find out how to register a device (pairing) for the first time and about the connection procedure for the second and subsequent times.

[https://rd1.sony.net/help/mdr/mov0011/h\\_zz/](https://rd1.sony.net/help/mdr/mov0011/h_zz/)

### Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the Android smartphone.

### Note

- When connecting, [WF-H800 (h.ear)], [LE\_WF-H800 (h.ear)], or both may be displayed on the connecting device. When both or [WF-H800 (h.ear)] is displayed, select [WF-H800 (h.ear)]; when [LE\_WF-H800 (h.ear)] is displayed, select [LE\_WF-H800 (h.ear)].
- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In that case, deactivate the Bluetooth function on the last-connected device or turn off the power.
- If you cannot connect your smartphone to the headset, delete the headset pairing information on your smartphone and perform the pairing again. As for the operations on your smartphone, refer to the operating instructions supplied with the smartphone.

## Related Topic

- [Wearing the headset](#)
- [Using only one unit of the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with an Android smartphone](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## One-touch connection (NFC) with an Android smartphone

By touching the headset with a smartphone, the headset pairs and makes a Bluetooth connection.

### Compatible smartphones

- NFC-compatible smartphones installed with Android 4.1 or later

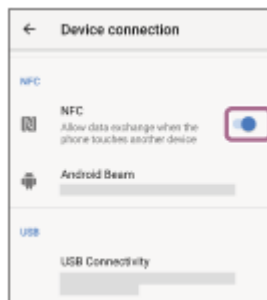
### What is NFC?

NFC (Near Field Communication) is a technology enabling short-range wireless communication between various devices, such as smartphones and IC tags. Thanks to the NFC function, data communication — for example, Bluetooth pairing — can be achieved easily by simply touching NFC-compatible devices together (i.e., at the N-Mark symbol or location designated on each device).

**1 Unlock the screen of the smartphone if it is locked.**

**2 Turn on the smartphone's NFC function.**

1. Select [Settings] - [Device connection].
2. Touch the switch to turn on the NFC function.

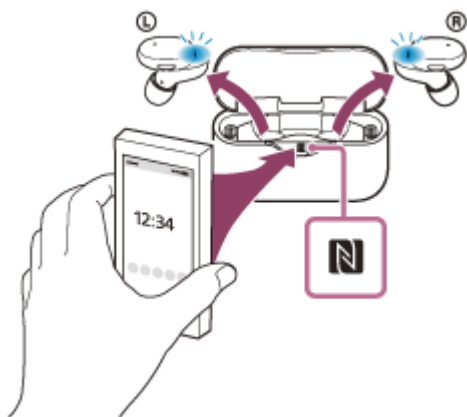


**3 Remove the headset from the charging case.**

The headset turns on automatically.

**4 Touch the smartphone with the charging case.**

- Touch the smartphone on the N-Mark of the charging case. Keep touching the smartphone with the charging case until the smartphone reacts.
- Refer to the operating instructions of the smartphone for the designated location to be touched on the smartphone.



Follow the on-screen instructions to complete the pairing and connection.

When the headset is connected with the smartphone, the indicator (blue) starts flashing slowly.

When you are wearing the headset, you will hear the voice guidance say, "Bluetooth connected" from the left unit.

- To disconnect, touch the smartphone again with the charging case.
- To connect a paired smartphone, perform step 4.
- Unlock the screen of the smartphone if it is locked.

### Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the Android smartphone.
- If you cannot connect the headset, try the following.
  - Unlock the screen of the smartphone if it is locked, and move the smartphone slowly over the N-Mark.
  - If the smartphone is in a case, remove the case.
  - Check that the Bluetooth function of the smartphone is enabled.
- If you touch an NFC-compatible smartphone connected to another NFC-compatible device with the charging case, the smartphone terminates the Bluetooth connection with any current devices, and connects to the headset via one-touch (NFC) (One-touch connection switching).
- When the headset is placed in the charging case or the headset power is off, you cannot turn on the headset with the one-touch connection (NFC function) to connect the headset with the smartphone. Remove the headset from the charging case to turn it on. In the case the headset is already removed from the charging case, press and hold the button on the headset for about 2 seconds or put on the headset.

### Related Topic

- [Wearing the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Disconnecting the Android smartphone with one-touch \(NFC\)](#)
- [Switching the device by one-touch \(NFC\)](#)
- [Listening to music from a device via Bluetooth connection](#)

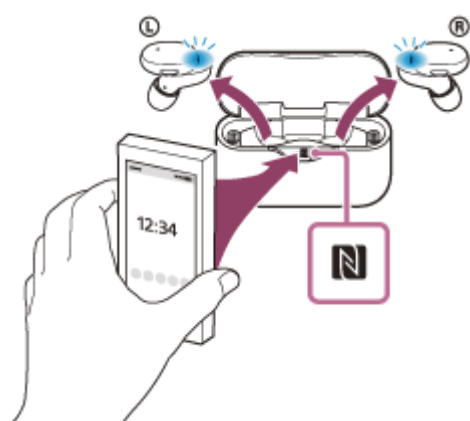
## Disconnecting the Android smartphone with one-touch (NFC)

You can disconnect the headset from the connected smartphone by touching the charging case with the smartphone.

**1** Unlock the screen of the smartphone if it is locked.

**2** Touch the smartphone with the charging case.

Touch the smartphone to the N-Mark on the charging case.



When you are wearing the headset, you will hear the voice guidance say, “Bluetooth disconnected” from the left unit (or from the right unit when you are wearing only the right unit).

### Note

- When the headset is not worn in your ears for about 5 minutes after being removed from the charging case, the headset turns off automatically. Place the headset into the charging case to turn off the power before that time.

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## Switching the device by one-touch (NFC)

---

- If you touch an NFC-compatible smartphone to the charging case while the headset is connected to another Bluetooth device, you can switch the connection to the smartphone (One-touch connection switching). However, the connection cannot be switched when talking on a headset connected to a Bluetooth-compatible mobile phone.
- When an NFC-compatible smartphone is connected to the headset, if the smartphone is touched by another NFC-compatible Bluetooth headset or Bluetooth speaker, the smartphone is disconnected from the headset and connected to the Bluetooth device.

### Note

- Unlock the smartphone screen in advance if it is locked.

5-007-451-11(3) Copyright 2019 Sony Corporation

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

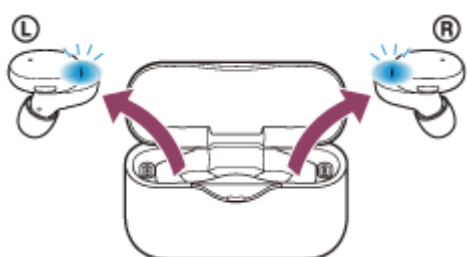
## Pairing and connecting with an iPhone

The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.

Before starting the operation, make sure of the following:

- The iPhone is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the iPhone is in hand.

### 1 Remove both units of the headset from the charging case.

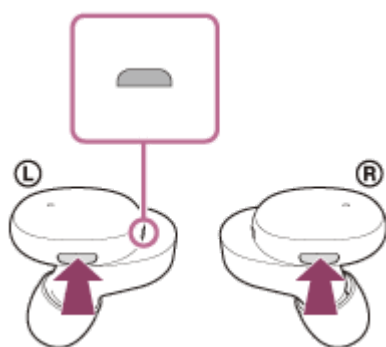


The headset turns on automatically. Check that the indicators (blue) flash.

### 2 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (if the headset has no pairing information), the headset enters pairing mode automatically if you remove the headset from the charging case. In this case, proceed to step 3.

When you pair a second or subsequent device (the headset has pairing information for other devices), press and hold the buttons on both the left and right units for about 7 seconds.



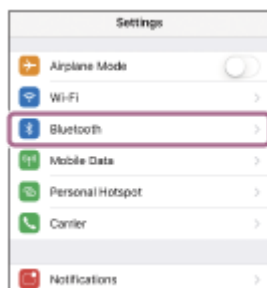
Check that the indicator (blue) repeatedly flashes twice in a row.

When you are wearing the headset, you will hear the voice guidance say, “Bluetooth pairing” from the left unit.

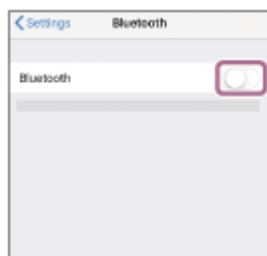
### 3 Unlock the screen of the iPhone if it is locked.

### 4 Find the headset on the iPhone.

1. Select [Settings].
2. Touch [Bluetooth].



3. Touch the switch to turn on the Bluetooth function.



- 5 Touch [WF-H800 (h.ear)].



If Passkey (\*) input is required, input "0000".

The headset and iPhone are paired and connected with each other.

When you are wearing the headset, you will hear the voice guidance say, "Bluetooth connected" from the left unit.

If they are not connected, see "[Connecting to a paired iPhone](#)".

If [WF-H800 (h.ear)] does not appear on the display of the iPhone, try again from the beginning of step 4.

\* A Passkey may be called "Passcode", "PIN code", "PIN number", or "Password".

## About the instruction manual video

Watch the video to find out how to register a device (pairing) for the first time and about the connection procedure for the second and subsequent times.

[https://rd1.sony.net/help/mdr/mov0011/h\\_zz/](https://rd1.sony.net/help/mdr/mov0011/h_zz/)

### Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with your iPhone.
- To delete all Bluetooth pairing information, see "[Initializing the headset to restore factory settings](#)".

### Note

- When pairing a device, [WF-H800 (h.ear)], [LE\_WF-H800 (h.ear)], or both may be displayed on the connecting device. When both or [WF-H800 (h.ear)] is displayed, select [WF-H800 (h.ear)]; when [LE\_WF-H800 (h.ear)] is displayed, select [LE\_WF-H800 (h.ear)].
- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, set the headset into the charging case, and start the operation again from step 1.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:



- Pairing information has been deleted after repair, etc.

- When a 9th device is paired.

The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.

- When the pairing information for the headset has been deleted from the Bluetooth device.

- When the headset is initialized.

All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.

- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

---

## Related Topic

- [Wearing the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired iPhone](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

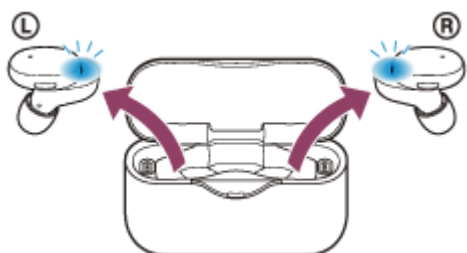
5-007-451-11(3) Copyright 2019 Sony Corporation

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## Connecting to a paired iPhone

**1** Unlock the screen of the iPhone if it is locked.

**2** Remove the headset from the charging case.



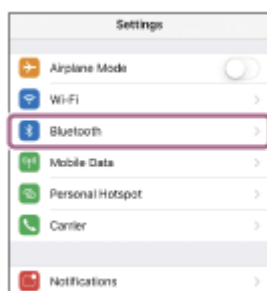
The headset turns on automatically. Check that the indicators (blue) flash.

**3** Put on the headset.

If the headset has automatically connected to the last connected device, you will hear the voice guidance say, "Bluetooth connected" from the left unit (or from the right unit when you are wearing only the right unit). Check the connection status on the iPhone. If it is not connected, proceed to step 4.

**4** Display the devices paired with the iPhone.

1. Select [Settings].
2. Touch [Bluetooth].



3. Touch the switch to turn on the Bluetooth function.



**5** Touch [WF-H800 (h.ear)].



You will hear the voice guidance say, “Bluetooth connected” from the left unit (or from the right unit when you are wearing only the right unit).

## About the instruction manual video

Watch the video to find out how to register a device (pairing) for the first time and about the connection procedure for the second and subsequent times.

[https://rd1.sony.net/help/mdr/mov0011/h\\_zz/](https://rd1.sony.net/help/mdr/mov0011/h_zz/)

### Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with your iPhone.

### Note

- When connecting, [WF-H800 (h.ear)], [LE\_WF-H800 (h.ear)], or both may be displayed on the connecting device. When both or [WF-H800 (h.ear)] is displayed, select [WF-H800 (h.ear)]; when [LE\_WF-H800 (h.ear)] is displayed, select [LE\_WF-H800 (h.ear)].
- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In that case, deactivate the Bluetooth function on the last-connected device or turn off the power.
- If you cannot connect your iPhone to the headset, delete the headset pairing information on your iPhone and perform the pairing again. As for the operations on your iPhone, refer to the operating instructions supplied with the iPhone.

## Related Topic

- [Wearing the headset](#)
- [Using only one unit of the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with an iPhone](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)

## Disconnecting Bluetooth connection (after use)

---

- 1** Unlock the screen of the Bluetooth device if it is locked.
- 2** Touch the one-touch connection (NFC) compatible device with the charging case again to disconnect it. If the Bluetooth device does not support one-touch connection (NFC), disconnect the device by operating the device.  
  
When disconnected, you will hear the voice guidance say, "Bluetooth disconnected" from the left unit (or from the right unit when you are wearing only the right unit).
- 3** Set the headset into the charging case.  
  
The headset turns off.

### Hint

- When you finish playing music, the Bluetooth connection may terminate automatically depending on the Bluetooth device.

---

### Related Topic

- [Disconnecting the Android smartphone with one-touch \(NFC\)](#)
- [Turning off the headset](#)

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## Listening to music from a device via Bluetooth connection

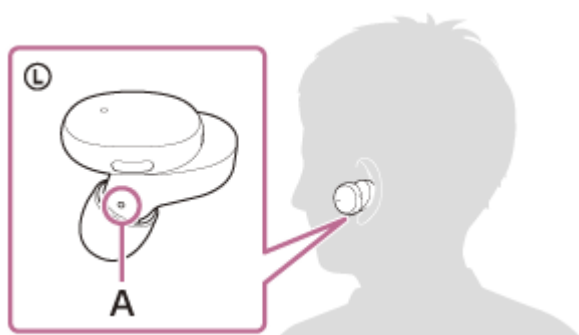
If your Bluetooth device supports the following profiles, you can enjoy listening to music and perform basic remote control operation of the device from your headset via Bluetooth connection.

- A2DP (Advanced Audio Distribution Profile)  
You can enjoy high-quality music wirelessly.
- AVRCP (Audio Video Remote Control Profile)  
You can adjust the volume, etc.

The operation may vary depending on the Bluetooth device. Refer to the operating instructions supplied with the Bluetooth device.

### 1 Put on the headset.

Put the unit with the **Ⓐ** (left) mark on your left ear and the unit with the **Ⓑ** (right) mark on your right ear. The left unit has a tactile dot.

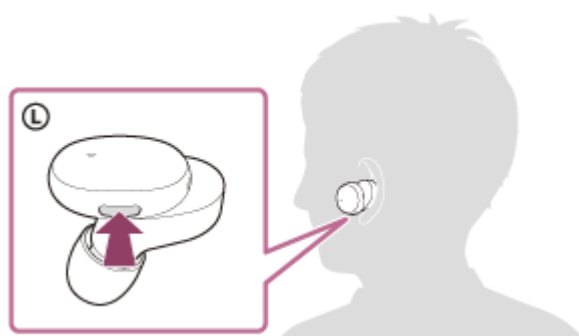


A: Tactile dot

### 2 Connect the headset to a Bluetooth device.

### 3 Operate the Bluetooth device to start playback and adjust the volume to a moderate level.

### 4 Press the button on the left unit to adjust the volume.



- Increase the volume: Press the button on the left unit once during music playback to increase the volume by 1 step.
- Decrease the volume: Press and hold the button on the left unit during music playback to decrease the volume continuously. Release the button at the desired volume level.

When the volume reaches the maximum or minimum, an alarm sounds.

### Hint

- In the factory setting, when you listen to music while wearing both units of the headset, the headset will pause music playback if one unit is removed. When the removed unit is worn again, the headset will resume music playback. If both units are removed, the headset does not resume music playback even if you wear both units.
- The headset supports SCMS-T content protection. You can enjoy music and other audio on the headset from a device such as a portable TV that supports SCMS-T content protection.
- Depending on the Bluetooth device, it may be necessary to adjust the volume or set the audio output setting on the device.
- The headset volume during a call and during music playback can be independently adjusted. Changing the call volume does not change the volume of music playback and vice versa.
- You can also listen to music by removing and wearing only one unit from the charging case.  
When the right unit is worn, use the button on the right unit to play music. In this case, adjust the volume on the connected device.  
When the left unit is worn, operate the connected device to play music. In this case, you can adjust the volume with the button on the left unit.  
If you wear the other unit while you are listening to music with only one unit, you can listen to music with both units.

### Note

- If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.

---

### Related Topic

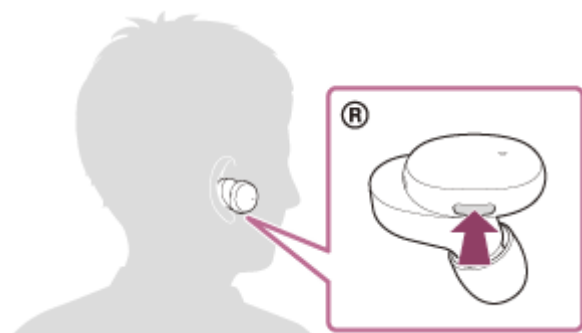
- [Wearing the headset](#)
- [Using only one unit of the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Controlling the audio device \(Bluetooth connection\)](#)

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## Controlling the audio device (Bluetooth connection)

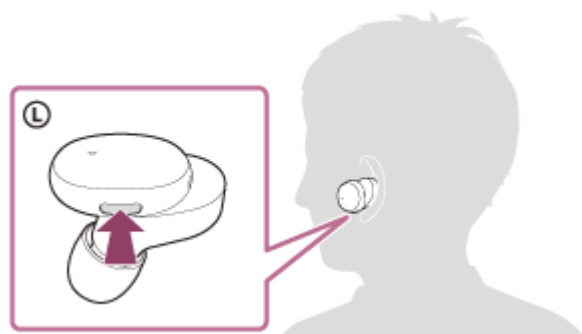
If your Bluetooth device supports the device operating function (compatible protocol: AVRCP), then the following operations are available. The available functions may vary depending on the Bluetooth device, so refer to the operating instructions supplied with the device.

You can use the button on the right unit to perform the following operations.



- Play/Pause: Press the button once.
- Skip to the beginning of the next track: Press the button quickly twice.
- Skip to the beginning of the previous track (or the current track during playback): Press the button quickly 3 times.

You can use the button on the left unit to perform the following operations.



- Increase the volume: Press the button on the left unit once during music playback to increase the volume by 1 step.
- Decrease the volume: Press and hold the button on the left unit during music playback to decrease the volume continuously. Release the button at the desired volume level.

When the volume reaches the maximum or minimum, an alarm sounds.

### Note

- If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.
- The available functions may vary depending on the connected device. In some cases, it may operate differently or may not work at all even when the operations described above are performed.

## Disconnecting Bluetooth connection (after use)

---

- 1** Unlock the screen of the Bluetooth device if it is locked.
- 2** Touch the one-touch connection (NFC) compatible device with the charging case again to disconnect it. If the Bluetooth device does not support one-touch connection (NFC), disconnect the device by operating the device.  
  
When disconnected, you will hear the voice guidance say, "Bluetooth disconnected" from the left unit (or from the right unit when you are wearing only the right unit).
- 3** Set the headset into the charging case.  
  
The headset turns off.

### Hint

- When you finish playing music, the Bluetooth connection may terminate automatically depending on the Bluetooth device.

---

### Related Topic

- [Disconnecting the Android smartphone with one-touch \(NFC\)](#)
- [Turning off the headset](#)



Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## About the sound quality mode

---

The following 2 sound quality modes during Bluetooth playback can be selected. You can switch the settings and check the sound quality mode with the “Sony | Headphones Connect” app.

Priority on sound quality mode: Prioritizes the sound quality.

Priority on stable connection mode: Prioritizes the stable connection (default).

- When you want to prioritize the sound quality, select the “Priority on sound quality” mode.
- If the connection is unstable, such as when producing only intermittent sound, select the “Priority on stable connection” mode.

### Note

- The playback time may shorten depending on the sound quality and the conditions under which you are using the headset.
- Depending on the ambient conditions in the area where you are using the headset, intermittent sound may still occur even if the “Priority on stable connection” mode is selected.

---

### Related Topic

- [What you can do with “Sony | Headphones Connect” app](#)

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## Supported codecs

---

A codec is an audio coding algorithm used when transmitting sound via Bluetooth connection.  
The headset supports the following 2 codecs for music playback via an A2DP connection: SBC and AAC.

- SBC

This is an abbreviation for Subband Codec.  
SBC is the standard audio coding technology used in Bluetooth devices.  
All Bluetooth devices support SBC.

- AAC

This is an abbreviation for Advanced Audio Coding.  
AAC is mainly used in Apple products such as iPhone that can provide a higher sound quality than that of SBC.

When music in one of the above codecs is transmitted from a connected device, the headset switches to that codec automatically and plays back the music in the same codec.  
However, depending on the device to be connected with the headset, you may need to set the device beforehand to listen to music in a different codec on the headset, even if the device supports a codec of higher sound quality than SBC.  
Refer to the operating instructions supplied with the device regarding setting the codec.

---

### Related Topic

- [About the sound quality mode](#)

Wireless Stereo Headset

h.ear in 3 Truly Wireless (WF-H800)

## About the DSEE HX function

---

The DSEE HX function upscales the compressed sound source data such as that on CDs or MP3 to almost as high a quality as that of High-Resolution Audio and reproduces the clear, high-range sound that is often lost.

The DSEE HX function can be set up on the “Sony | Headphones Connect” app, and is only available when connected to the headset via Bluetooth connection.

---

### Related Topic

- [What you can do with “Sony | Headphones Connect” app](#)

## Receiving a call

You can enjoy a hands-free call with a smartphone or mobile phone that supports the Bluetooth profile HFP (Hands-free Profile) or HSP (Headset Profile), via Bluetooth connection.

- If your smartphone or mobile phone supports both HFP and HSP, set it to HFP.
- The operation may vary depending on the smartphone or mobile phone. Refer to the operating instructions supplied with the smartphone or mobile phone.
- Only ordinary phone calls are supported. Applications for phone calls on smartphones or personal computers are not supported.

## Ring tone

When an incoming call arrives, a ring tone will be heard from the headset.  
You will hear either of following ring tones, depending on your smartphone or mobile phone.

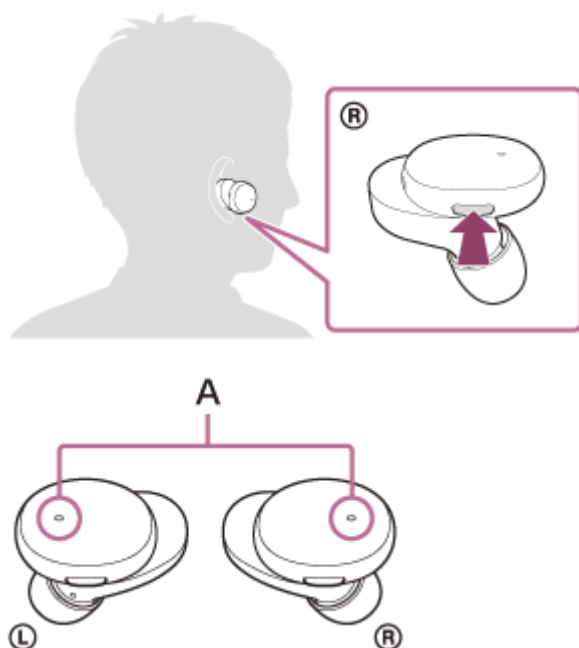
- Ring tone set on the headset
- Ring tone set on the smartphone or mobile phone
- Ring tone set on the smartphone or mobile phone only for a Bluetooth connection

- 1 Connect the headset to a smartphone or mobile phone via Bluetooth connection beforehand.**
- 2 When you hear a ring tone, press the button on the left or right unit of the headset and receive the call.**

A voice will be heard from the headset.

When an incoming call arrives while you are listening to music, playback pauses and a ring tone will be heard from the headset.

You can talk using the microphone on the headset.



**A:** Microphones

**If no ring tone is heard via the headset**

- The headset may not be connected with the smartphone or mobile phone over HFP or HSP. Check the connection status on the smartphone or mobile phone.
- If playback does not pause automatically, operate the headset to pause playback.

**3 Operate the smartphone or mobile phone to adjust the volume.**

**4 When you finish talking, press the button on the left or right unit of the headset to end the call.**

If you received a call during music playback, music playback resumes automatically after ending the call.

#### Hint

- When receiving a call by operating smartphones or mobile phones, some smartphones or mobile phones receive a call with the phone instead of the headset by default. With an HFP or HSP connection, switch the call to the headset by pressing and holding the button on the left or right unit for about 2 seconds or by using your smartphone or mobile phone.
- You cannot adjust the volume during a call on the headset. Adjust the volume on the connected device. If you are unable to adjust the volume on the connected device, install the “Sony | Music Center” smartphone app and adjust the volume in the app.
- The headset volume during a call and during music playback can be independently adjusted. Changing the call volume does not change the volume of music playback and vice versa.
- You can also enjoy a hands-free call by wearing only one unit of the headset. When an incoming call arrives, answer the call using the unit you are wearing. If you wear the other unit while you are talking with only one unit, you can talk with both units.

#### Note

- Depending on the smartphone or mobile phone, when an incoming call arrives while you are listening to music, playback may not resume automatically even if you finish the call.
- Use a smartphone or mobile phone at least 50 cm (19.69 in.) away from the headset. Noise may result if the smartphone or mobile phone is too close to the headset.
- Your voice will be heard from the headset through the headset’s microphone (Sidetone function). In this case, ambient sounds or the sounds of the headset operation may be heard through the headset, but this is not a malfunction.

#### Related Topic

- [Using only one unit of the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Making a call](#)
- [Functions for a phone call](#)

## Making a call

You can enjoy a hands-free call with a smartphone or mobile phone that supports the Bluetooth profile HFP (Hands-free Profile) or HSP (Headset Profile), via Bluetooth connection.

- If your smartphone or mobile phone supports both HFP and HSP, set it to HFP.
- The operation may vary depending on the smartphone or mobile phone. Refer to the operating instructions supplied with the smartphone or mobile phone.
- Only ordinary phone calls are supported. Applications for phone calls on smartphones or personal computers are not supported.

### 1 Connect the headset to a smartphone or mobile phone via Bluetooth connection.

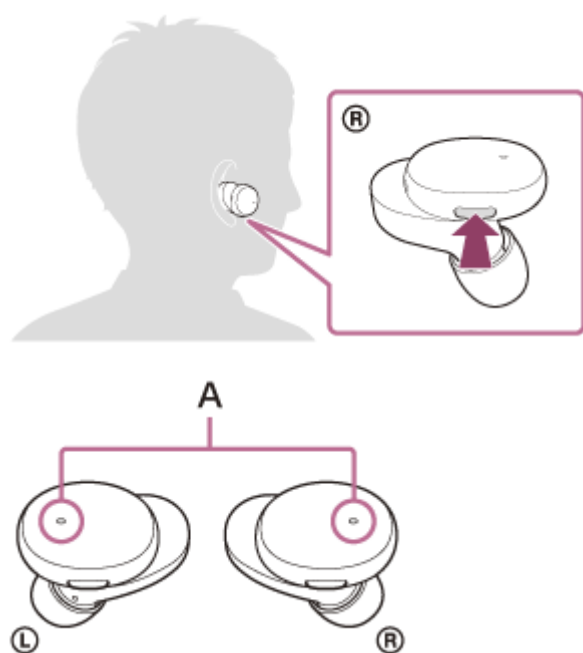
### 2 Operate your smartphone or mobile phone to make a call.

When you make a call, the dial tone is heard from the headset.

If you make a call while you are listening to music, playback pauses.

If no dial tone is heard via the headset, switch the call device to the headset using your smartphone or mobile phone or by pressing and holding the button on the left or right unit for about 2 seconds.

You can talk using the microphone on the headset.



A: Microphones

### 3 Operate the smartphone or mobile phone to adjust the volume.

### 4 When you finish talking, press the button on the left or right unit of the headset to end the call.

If you made a call during music playback, music playback resumes automatically after ending the call.

### Hint

- You cannot adjust the volume during a call on the headset. Adjust the volume on the connected device. If you are unable to adjust the volume on the connected device, install the “Sony | Music Center” smartphone app and adjust the volume in the app.
- The headset volume during a call and during music playback can be independently adjusted. Changing the call volume does not change the volume of music playback and vice versa.
- You can also enjoy a hands-free call by wearing only one unit of the headset. If you wear the other unit while you are talking with only one unit, you can talk with both units.

### Note

- Use a smartphone or mobile phone at least 50 cm (19.69 in.) away from the headset. Noise may result if the smartphone or mobile phone is too close to the headset.
- Your voice will be heard from the headset through the headset’s microphone (Sidetone function). In this case, ambient sounds or the sounds of the headset operation may be heard through the headset, but this is not a malfunction.

---

### Related Topic

- [Using only one unit of the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Receiving a call](#)
- [Functions for a phone call](#)

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

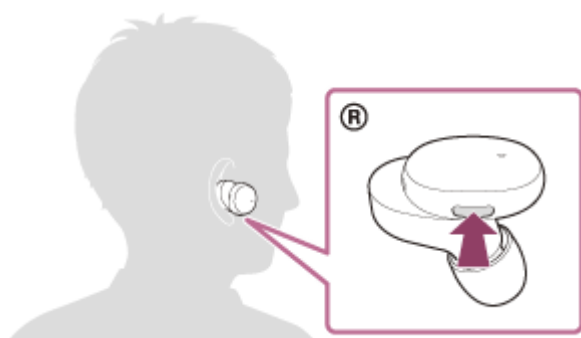
## Functions for a phone call

The functions available during a call may vary depending on the profile supported by your smartphone or mobile phone. In addition, even if the profile is the same, the functions may vary depending on the smartphone or mobile phone. Refer to the operating instructions supplied with the smartphone or mobile phone.

### Supported profile: HFP (Hands-free Profile)

#### During standby/music playback

- Press and hold the button on the right unit for about 2 seconds to start up the voice dial function of the smartphone/mobile phone (\*), or activate the Google app on the Android smartphone or Siri on the iPhone.



#### Outgoing call

You can use the button on either the left or right unit to perform the following operations. When you are wearing only one unit of the headset, operate the headset on the unit that is worn.

- Press the button once to cancel an outgoing call.
- Press and hold the button for about 2 seconds to change the call device between the headset and the smartphone or mobile phone.

#### Incoming call

You can use the button on either the left or right unit to perform the following operations. When you are wearing only one unit of the headset, operate the headset on the unit that is worn.

- Press the button once to answer a call.
- Press and hold the button for about 2 seconds to reject a call.

#### During call

You can use the button on either the left or right unit to perform the following operations. When you are wearing only one unit of the headset, operate the headset on the unit that is worn.

- Press the button once to finish a call.
- Press and hold the button for about 2 seconds to change the call device between the headset and the smartphone or mobile phone.

### Supported profile: HSP (Headset Profile)

You can use the button on either the left or right unit to perform the following operations. When you are wearing only one unit of the headset, operate the headset on the unit that is worn.

#### Outgoing call



- Press the button once to cancel an outgoing call. (\*)

### Incoming call

- Press the button once to answer a call.

### During call

- Press the button once to finish a call. (\*)

\* Some devices may not support this function.

---

### Related Topic

- [Using only one unit of the headset](#)
- [Receiving a call](#)
- [Making a call](#)

5-007-451-11(3) Copyright 2019 Sony Corporation

## Disconnecting Bluetooth connection (after use)

---

- 1** Unlock the screen of the Bluetooth device if it is locked.
- 2** Touch the one-touch connection (NFC) compatible device with the charging case again to disconnect it. If the Bluetooth device does not support one-touch connection (NFC), disconnect the device by operating the device.  
  
When disconnected, you will hear the voice guidance say, "Bluetooth disconnected" from the left unit (or from the right unit when you are wearing only the right unit).
- 3** Set the headset into the charging case.  
  
The headset turns off.

### Hint

- When you finish playing music, the Bluetooth connection may terminate automatically depending on the Bluetooth device.

---

### Related Topic

- [Disconnecting the Android smartphone with one-touch \(NFC\)](#)
- [Turning off the headset](#)

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## Using the Google Assistant

By using the Google Assistant feature that comes with the smartphone, you can speak to the headset's microphone to operate the smartphone or perform the search.

### Compatible smartphones

- Smartphones installed with Android 5.0 or later (The latest version of the Google app is required.)

#### 1 Open the “Sony | Headphones Connect” app and set the button on either the left or right unit as the Google Assistant button.

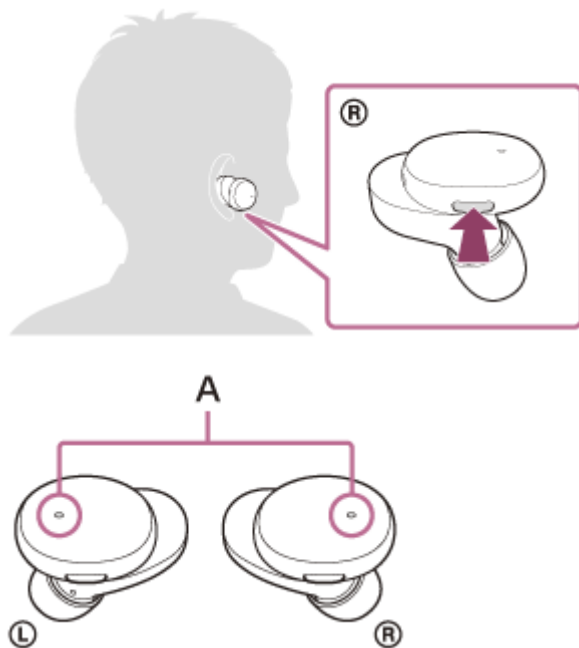
When using the Google Assistant for the first time, open the Google Assistant app and tap the [Finish headphones setup] button on the Conversation View, and follow the on-screen instructions to complete initial settings for the Google Assistant.

For details on the “Sony | Headphones Connect” app, refer to the following URL.

[https://rd1.sony.net/help/mdr/hpc/h\\_zz/](https://rd1.sony.net/help/mdr/hpc/h_zz/)

#### 2 Press the button to which you assigned the feature to use the Google Assistant.

**Example:** When the Google Assistant feature is assigned to the button on the right unit



**A:** Microphones

- Press and hold the button: Input a voice command
- Press the button once: Notification is read out
- Press the button quickly twice: Cancel the voice command

For details on the Google Assistant, refer to the following website:

<https://assistant.google.com>

<https://g.co/headphones/help>

### Hint

- Check or update the software version of the headset with the “Sony | Headphones Connect” app.
- When the Google Assistant is not available for reasons such as not being connected to the network, the voice guidance “The Google Assistant is not connected” is heard from the left unit (or from the right unit when you are wearing only the right unit).
- If you do not see the [Finish headphones setup] button on the Google Assistant app, please unpair the headphones from the Bluetooth settings of your smartphone and redo the pairing process.

### Note

- If the button on the left unit is set as the Google Assistant button in step 1, volume adjustment cannot be operated from the button on the headset. If the button on the right unit is set as the Google Assistant button, the music playback function cannot be operated from the button on the headset.
- The Google Assistant feature and the Amazon Alexa feature cannot be assigned to the headset at the same time.
- You can use the Google Assistant feature when you put on only one unit to which the Google Assistant feature is assigned. When the Google Assistant feature is assigned to the headset and you want to use only one unit of the headset, use the unit with the Google Assistant feature assigned. Check the setting of the headset with the “Sony | Headphones Connect” app.
- The Google Assistant may not be used in some countries, regions, or languages.

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## Using Amazon Alexa

By using the Amazon Alexa app installed in your smartphone, you can speak to the headset's microphone to operate the smartphone or perform the search.

### Compatible smartphones

- Smartphones installed with Android 5.1 or later, or iOS 10.0 or later.
- Installation of the latest Amazon Alexa app is required.
  1. Open the app store on your mobile device.
  2. Search for Amazon Alexa app.
  3. Select Install.
  4. Select Open.

**1 Put on both units of the headset and connect the headset to the smartphone via Bluetooth connection.**

**2 Open the Amazon Alexa app.**

When you use Amazon Alexa for the first time, you will need to login with your Amazon account, and proceed to Step **3** to set up your headset to the Amazon Alexa app.

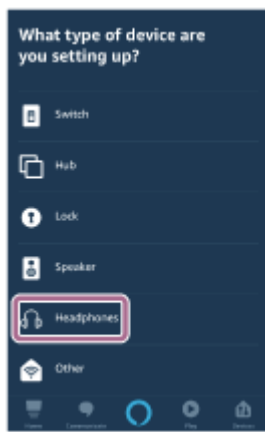
If you have already set up Amazon Alexa before, but have configured the button on the left unit of the headset to function other than Amazon Alexa, refer to the hint section below to reconfigure the button on the right unit of the headset to Amazon Alexa.

**3 Perform the initial settings for Amazon Alexa.**

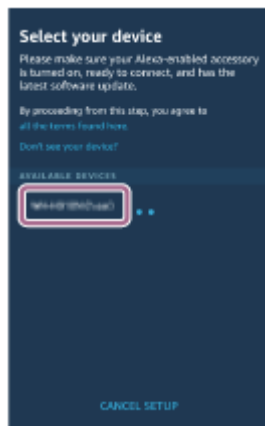
1. Touch the menu icon in the upper left corner of the Amazon Alexa app screen, and touch [Add Device].



2. On the [What type of device are you setting up?] screen, select [Headphones].

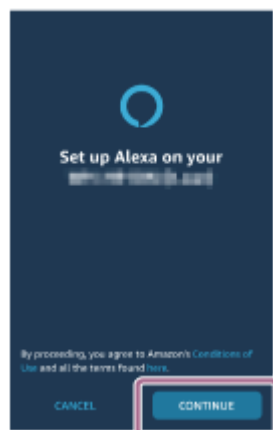


3. From [AVAILABLE DEVICES] on the [Select your device] screen, select [WF-H800 (h.ear)] or [LE\_WF-H800 (h.ear)].



If you cannot find [WF-H800 (h.ear)] or [LE\_WF-H800 (h.ear)] in [AVAILABLE DEVICES], the headset is not connected to the smartphone via Bluetooth connection. Connect the headset to the smartphone via Bluetooth connection.

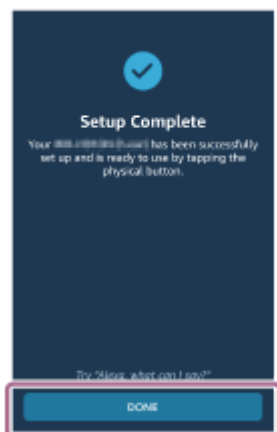
4. On the [Set up Alexa on your WF-H800 (h.ear)] or [Set up Alexa on your LE\_WF-H800 (h.ear)] screen, touch [CONTINUE].



5. If the [This will override the current voice assistant on this accessory] screen appears, touch [CONTINUE].



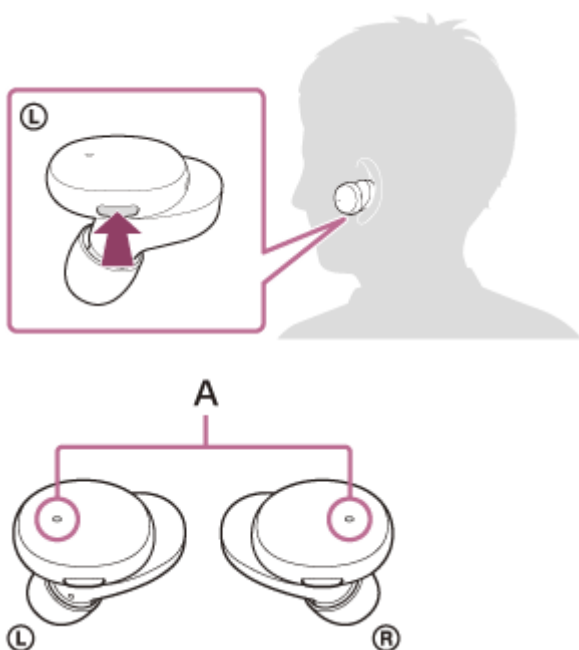
6. On the [Setup Complete] screen, touch [DONE].



When the initial settings are complete, the button on the left unit of the headset (or the button on the right unit if only the right unit of the headset was worn for the initial settings) is set as the Amazon Alexa button.

#### 4 Press the button to which the Amazon Alexa feature is assigned to use Amazon Alexa.

**Example:** When the Amazon Alexa feature is assigned to the button on the left unit



**A:** Microphones

- Press the button once to input a voice command.  
Example:

“What is the weather”

“Play music (\*)”

\* Need Amazon or Prime Music subscription.

- If there is no voice, it will be canceled.

For details on Amazon Alexa and its capability, refer to the following website:

<https://www.amazon.com/b?node=16067214011>

For details on Amazon Alexa, refer to the following website:

<https://www.amazon.com/gp/help/customer/display.html?nodeId=G7HPV3YLTGLJEJFK>

#### Hint

- When you set up the headset to Amazon Alexa, the button on the left unit of the headset (or the button on the right unit if only the right unit of the headset was worn for the initial settings) will be automatically configured for Amazon Alexa. You can restore the button back to original function by changing it with the “Sony | Headphones Connect” app. Similarly, you can reconfigure back to Amazon Alexa if you have previously connected to Amazon Alexa, but have changed to other function.
- Check or update the software version of the headset with the “Sony | Headphones Connect” app.
- When Amazon Alexa is not available for reasons such as not being connected to the network, the voice guidance “Either your mobile device isn’t connected; or you need to open the Alexa App and try again” is heard from the left unit (or from the right unit when you are wearing only the right unit).

#### Note

- If the button on the left unit is set as the Amazon Alexa button, volume adjustment cannot be operated from the button on the headset. If the button on the right unit is set as the Amazon Alexa button, the music playback function cannot be operated from the button on the headset.
- The Amazon Alexa feature and the Google Assistant feature cannot be assigned to the headset at the same time.
- You can use the Amazon Alexa feature when you put on only one unit to which the Amazon Alexa feature is assigned. When the Amazon Alexa feature is assigned to the headset and you want to use only one unit of the headset, use the unit with the Amazon Alexa feature assigned. Check the setting of the headset with the “Sony | Headphones Connect” app.
- Amazon Alexa is not available in all languages and countries/regions. See [www.amazon.com/alexa-availability](http://www.amazon.com/alexa-availability) for details.



## Using the voice assist function (Google app)

By using the Google app feature that comes with the Android smartphone, you can speak to the headset's microphone to operate the Android smartphone.

### 1 Set the assist and voice input selection to the Google app.

On the Android smartphone, select [Settings] - [Apps & notifications] - [Advanced] - [Default apps] - [Assist & voice input], and set [Assist app] to the Google app.

The operation above is an example. For details, refer to the operating instructions of the Android smartphone.

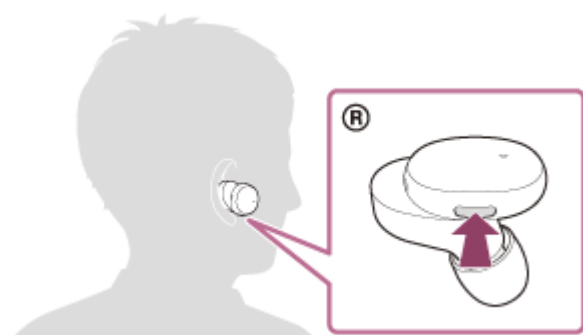
Note: The latest version of the Google app may be required.

For details on the Google app, refer to the operating instructions or the support website of the Android smartphone, or the Google Play store website.

The Google app may not be activated from the headset depending on specifications of the Android smartphone.

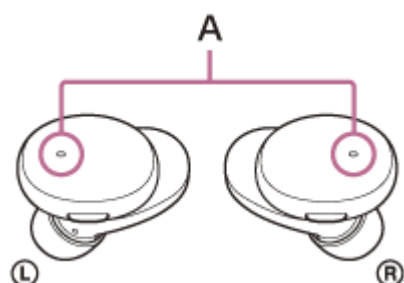
### 2 Wear the headset, and connect the headset to the Android smartphone via Bluetooth connection.

### 3 When the Android smartphone is in standby or playing music, press and hold the button on the right unit for about 2 seconds.



The Google app is activated.

### 4 Make a request to the Google app through the headset's microphone.



**A:** Microphones

For details on the apps which work with the Google app, refer to the operating instructions of the Android smartphone.

After activating the Google app, the voice command is canceled when a certain time has passed without requests.

### Note

- If the button on either the left or right unit is set as the Google Assistant feature, the voice assist function (Google app) is not available.
- If the button on either the left or right unit is set as the Amazon Alexa feature, the voice assist function (Google app) is not available.
- The Google app cannot be activated when you say "Ok Google" even when the Android smartphone's "Ok Google" setting is on.
- When using the voice assist function, your voice will be heard from the headset through the headset's microphones (Sidetone function). In this case, ambient sounds or the sounds of the headset operation may be heard through the headset, but this is not a malfunction.
- The Google app may not be activated depending on specifications of the smartphone or application version.
- The Google app does not work when connected to a device not compatible with the voice assist function.

## Using the voice assist function (Siri)

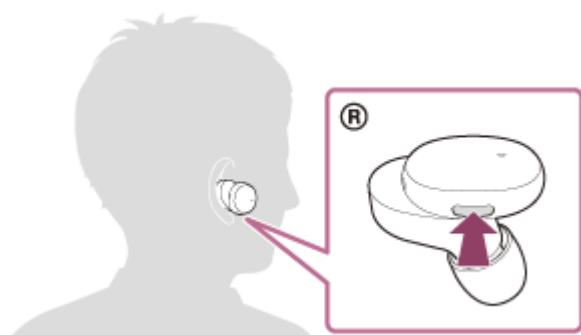
By using the Siri feature that comes with iPhone, you can speak to the headset's microphone to operate the iPhone.

### 1 Turn Siri on.

On iPhone, select [Settings] - [Siri & Search] to turn [Press Home for Siri] and [Allow Siri When Locked] on.  
The operation above is an example. For details, refer to the operating instructions of the iPhone.  
Note: For details on Siri, refer to the operating instructions or support website of the iPhone.

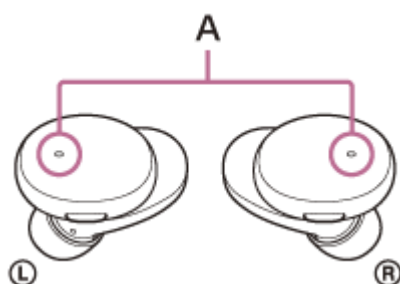
### 2 Wear the headset, and connect the headset to the iPhone via Bluetooth connection.

### 3 When the iPhone is using the Bluetooth connection and is in standby or playing music, press and hold the button on the right unit for about 2 seconds.



Siri is activated.

### 4 Make a request to Siri through the headset's microphone.



**A:** Microphones

For details on the apps which work with Siri, refer to the operating instructions of the iPhone.

### 5 To continue to request, press the button on the right unit before Siri is deactivated.

After activating Siri, when a certain time has passed without requests, Siri will be deactivated.

- Siri cannot be activated when you say “Hey Siri” even when the iPhone’s “Hey Siri” setting is on.
- When using the voice assist function, your voice will be heard from the headset through the headset’s microphones (Sidetone function). In this case, ambient sounds or the sounds of the headset operation may be heard through the headset, but this is not a malfunction.
- Siri may not be activated depending on specifications of the smartphone or application version.
- Siri does not work when connected to a device not compatible with the voice assist function.

5-007-451-11(3) Copyright 2019 Sony Corporation

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## What you can do with “Sony | Headphones Connect” app

When you connect the smartphone (with the “Sony | Headphones Connect” app installed) and the headset via Bluetooth connection, you can do the following.

- Easy pairing
- Display the remaining battery life of the headset and charging case
- Display the Bluetooth connection codec
- Set the automatic playback pause and resume function by wearing detection
- Set the automatic power off function by wearing detection
- Select the Equalizer setting
- Customize the Equalizer setting
- Switch the sound quality mode by setting the Bluetooth connection mode
- Set the DSEE HX (completion for high-range sound) function
- Changing the function of the button
- Turn off the headset
- Adjust the playback volume
- Play/pause music, skip to the beginning of the previous track (or the current track during playback)/skip to the beginning of the next track
- Check the connection status and the settings of the headset
- Check the headset software version
- Headset software update
- Switch the voice guidance language
- Voice guidance on/off setting

For details on the “Sony | Headphones Connect” app, refer to the following URL.

[https://rd1.sony.net/help/mdr/hpc/h\\_zz/](https://rd1.sony.net/help/mdr/hpc/h_zz/)

### Hint

- The operation of the “Sony | Headphones Connect” app differs depending on the audio device. The app specifications and screen design may change without prior notice.

### Related Topic

- [Installing “Sony | Headphones Connect” app](#)
- [Checking the remaining battery charge](#)
- [About the sound quality mode](#)
- [Supported codecs](#)
- [About the DSEE HX function](#)

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)


## Installing “Sony | Headphones Connect” app

- 1 Download the “Sony | Headphones Connect” app from the Google Play store or App Store, and install the app on your smartphone.

For details on the “Sony | Headphones Connect” app, refer to the following URL.

[https://rd1.sony.net/help/mdr/hpc/h\\_zz/](https://rd1.sony.net/help/mdr/hpc/h_zz/)



Sony Headphones Connect 

- 2 After installing the app, launch the “Sony | Headphones Connect” app.

### Related Topic

- [What you can do with “Sony | Headphones Connect” app](#)

## Precautions

---

### On Bluetooth communications

- Bluetooth wireless technology operates within a range of about 10 m (30 feet). The maximum communication distance may vary depending on the presence of obstacles (people, metal objects, walls, etc.) or the electromagnetic environment.
- Microwaves emitting from a Bluetooth device may affect the operation of electronic medical devices. Turn off this unit and other Bluetooth devices in the following locations, as it may cause an accident:
  - in hospitals, near priority seating in trains, locations where inflammable gas is present, near automatic doors, or near fire alarms.
- This product emits radio waves when used in wireless mode. When used in wireless mode on an airplane, follow flight crew directions regarding permissible use of products in wireless mode.
- The audio playback on this unit may be delayed from that on the transmitting device, due to the characteristics of Bluetooth wireless technology. As a result, the sound may not be in sync with the image when viewing movies or playing games.
- The unit supports security functions that comply with the Bluetooth standard as a means of ensuring security during communication using Bluetooth wireless technology. However, depending on the configured settings and other factors, this security may not be sufficient. Be careful when communicating using Bluetooth wireless technology.
- Sony shall assume no responsibility for any damages or loss resulting from information leaks that occur when using Bluetooth communications.
- Connection with all Bluetooth devices cannot be guaranteed.
  - Bluetooth devices connected with the unit must comply with the Bluetooth standard prescribed by Bluetooth SIG, Inc., and must be certified as compliant.
  - Even when a connected device complies with the Bluetooth standard, there may be cases where the characteristics or specifications of the Bluetooth device make it unable to connect, or result in different control methods, display, or operation.
  - When using the unit to perform hands-free talking on the phone, noise may occur depending on the connected device or the communication environment.
- Depending on the device to be connected, it may require some time to start communications.
- The headset does not support multipoint connection.

If the headset supports the multipoint function, the headset can connect to a music playback device (A2DP profile, Walkman, etc.) and a communication device (HFP or HSP profile, smartphone, etc.) at the same time, and you can listen to music while waiting for an incoming call or making a call.

### Note on static electricity

- Static electricity accumulated in the body may cause mild tingling in your ears. To reduce the effect, wear clothes made from natural materials, which suppress the generation of static electricity.

### Notes on wearing the unit

- After use, remove the headphones slowly.
- Because the earbuds achieve a tight seal in the ears, forcibly pressing them in or quickly pulling them out can result in eardrum damage. When putting the earbuds into your ears, the speaker diaphragm may produce a click sound. This is not a malfunction.

### Other notes

- Do not subject the unit to excessive shock.

- The Bluetooth function may not work with a mobile phone, depending on the signal conditions and the surrounding environment.
- If you experience discomfort while using the unit, stop using it immediately.
- The earbuds may be damaged or deteriorate with long-term use and storage.
- If the earbuds become dirty, remove them from the unit and gently wash them by hand using a neutral detergent. After cleaning, thoroughly wipe off any moisture.
- The unit is not waterproof. If water or foreign objects enter the unit, it may result in fire or electric shock. If water or a foreign object enters the unit, stop use immediately and consult your nearest Sony dealer. In particular, be careful in the following cases.
  - When using the unit around a sink, etc.  
Be careful that the unit does not fall into a sink or container filled with water.
  - When using the unit in the rain or snow, or in humid locations
  - When using the unit while you are sweaty  
If you touch the unit with wet hands, or put the unit in the pocket of a damp article of clothing, the unit may get wet.

### **Cleaning the unit**

- When the outside of the unit is dirty, clean it by wiping with a soft dry cloth. If the unit is particularly dirty, soak a cloth in a dilute solution of neutral detergent, and wring it well before wiping. Do not use solvents such as thinner, benzene, or alcohol, as they may damage the surface.

### **Do not use the headset near medical devices**

- Radio waves can affect cardiac pacemakers and medical devices. Do not use the headset in crowded places such as crowded trains or inside a medical institution.
- Because the headset uses magnets, it can affect medical devices such as cardiac pacemakers, defibrillators, and variable-pressure shunts for hydrocephalus. Keep the headset away from these devices and people using these devices.  
If you are using these devices and concerned about using the headset, please consult your doctor before use.

### **Keep the headset away from the magnetic card**

- The headset uses magnets. If you bring a magnetic card close to the magnet, the card magnet may be affected and become unusable.



Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## License notice

---

### Notes on the License

This product contains software that Sony uses under a licensing agreement with the owner of its copyright. We are obligated to announce the contents of the agreement to customers under requirement by the owner of copyright for the software.

Please access the following URL and read the contents of the license.

<https://rd1.sony.net/help/mdr/sl/19b/>

### Disclaimer regarding services offered by third parties

Services offered by third parties may be changed, suspended, or terminated without prior notice. Sony does not bear any responsibility in these sorts of situations.

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## Trademarks

---

- Windows is a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries.
- iPhone, iPod touch, macOS, Mac and Siri are trademarks of Apple Inc., registered in the U.S. and other countries.
- App Store is a service mark of Apple Inc., registered in the U.S. and other countries.
- IOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.
- Google, Android and Google Play are trademarks of Google LLC.
- Amazon, Alexa and all related logos are trademarks of Amazon.com, Inc. or its affiliates.
- The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Sony Group Corporation and its subsidiaries is under license.
- The N-Mark is a trademark or registered trademark of NFC Forum, Inc. in the United States and in other countries.
- WALKMAN® and the WALKMAN® logo are registered trademarks of Sony Corporation.
- USB Type-C™ and USB-C™ are trademarks of USB Implementers Forum.
- “DSEE” and “DSEE HX” are trademarks of Sony Corporation.

Other trademarks and trade names are those of their respective owners.

Wireless Stereo Headset

h.ear in 3 Truly Wireless (WF-H800)

## Customer support websites

---

For customers in the U.S.A, Canada, and Latin America:

<https://www.sony.com/am/support>

For customers in European countries:

<https://www.sony.eu/support>

For customers in China:

<https://service.sony.com.cn>

For customers in other countries/regions:

<https://www.sony-asia.com/support>

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## What can I do to solve a problem?

---

If the headset does not function as expected, try the following steps to resolve the issue.

- Find the symptoms of the issue in this Help Guide, and try any corrective actions listed.
- Set the headset into the charging case and close the lid of the charging case.  
You may be able to resolve some issues by setting the headset into the charging case.
- Charge the headset.  
You may be able to resolve some issues by charging the headset battery.
- Reset the headset.
- Initialize the headset.  
This operation resets volume settings, etc. to the factory settings, and deletes all pairing information.
- Look up information on the issue on the customer support website.

If the operations above do not work, consult your nearest Sony dealer.

---

### Related Topic

- [Charging the headset](#)
- [Customer support websites](#)
- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)

Wireless Stereo Headset

h.ear in 3 Truly Wireless (WF-H800)

## Unable to turn on the headset.

---

- Make sure the battery is fully charged.
  - You cannot turn on the headset when the headset is placed and being charged in the charging case. Remove the headset from the charging case to turn it on.
- 

### Related Topic

- [Charging the headset](#)
- [Checking the remaining battery charge](#)

Wireless Stereo Headset

h.ear in 3 Truly Wireless (WF-H800)

**Charging cannot be done.**

---

- Make sure that the headset is set into the charging case securely.
  - Be sure to use the supplied USB Type-C cable.
  - Check that the USB Type-C cable is firmly connected to the charging case and the USB AC adaptor or computer.
  - Make sure that the USB AC adaptor is firmly connected to the AC outlet.
  - Check that the computer is turned on.
  - Wake the computer up if the computer is in standby (sleep) or hibernation mode.
  - When using Windows 8.1, update using Windows Update.
- 

**Related Topic**

- [Charging the headset](#)

Wireless Stereo Headset

h.ear in 3 Truly Wireless (WF-H800)

## Charging time is too long.

---

- Check that the charging case and the computer are directly connected, not via a USB hub.
  - Check that you are using the supplied USB Type-C cable.
- 

### Related Topic

- [Charging the headset](#)

5-007-451-11(3) Copyright 2019 Sony Corporation

Wireless Stereo Headset

h.ear in 3 Truly Wireless (WF-H800)

**The headset cannot be charged even if connecting the charging case to a computer.**

---

- Check that the supplied USB Type-C cable is properly connected to the USB port of the computer.
- Check that the charging case and the computer are directly connected, not via a USB hub.
- There may be a problem with the USB port of the connected computer. Try connecting to another USB port on the computer if one is available.
- Try the USB connection procedure again in cases other than those stated above.

5-007-451-11(3) Copyright 2019 Sony Corporation



Wireless Stereo Headset

h.ear in 3 Truly Wireless (WF-H800)

## The remaining battery charge of the headset is not displayed on the screen of smartphone.

- Only the iOS devices (including iPhone/iPod touch) which support HFP (Hands-free Profile), and Android smartphone (OS 8.1 or later) can display the remaining battery charge.
- Check that the smartphone is connected with HFP. If the smartphone is not connected with HFP, the remaining battery charge will not be correctly displayed.

### Related Topic

- [Checking the remaining battery charge](#)

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## No sound

---

- Depending on the smartphone app (which requires HFP (Hands-free Profile)/HSP (Headset Profile)), you may hear a voice from only one unit.
  - Check that the connected device and both the left and right units of the headset are turned on.
  - Check that the headset and the transmitting Bluetooth device are connected via Bluetooth A2DP.
  - Turn up the volume if it is too low.
  - Check that the connected device is playing back.
  - Pair the headset and the Bluetooth device again.
  - When the Google Assistant feature is assigned to the headset and you want to use only one unit of the headset, use the unit with the Google Assistant feature assigned.
  - When the Amazon Alexa feature is assigned to the headset and you want to use only one unit of the headset, use the unit with the Amazon Alexa feature assigned.
- 

### Related Topic

- [Using only one unit of the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Listening to music from a device via Bluetooth connection](#)

Wireless Stereo Headset

h.ear in 3 Truly Wireless (WF-H800)

## Low sound level

---

- Turn up the volume of the headset and the connected device.
- Connect the Bluetooth device to the headset once again.

5-007-451-11(3) Copyright 2019 Sony Corporation

Wireless Stereo Headset

h.ear in 3 Truly Wireless (WF-H800)

## **There is a difference in volume between the left and right sides, insufficient low-frequency sound.**

- M-sized earbuds come attached to the left and right units of the headset at the time of purchase. If you feel that there is insufficient low frequency sound and a difference in volume between the left and right sides, change the earbuds to another size to comfortably and snugly fit your left and right ears.

---

### **Related Topic**

- [Replacing the earbuds](#)

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## Low sound quality

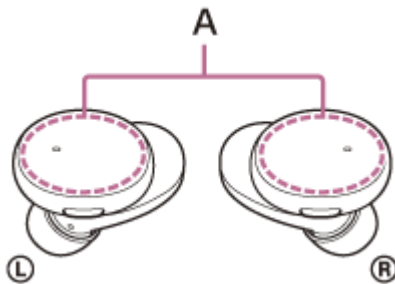
---

- Turn down the volume of the connected device if it is too loud.
- Keep the headset away from a microwave oven, wireless LAN device, etc.
- Bring the headset closer to the Bluetooth device. Remove any obstacles between the headset and the Bluetooth device.
- Keep the headset away from a TV.
- Switch the Bluetooth connection to A2DP with the connected device when the headset and the transmitting Bluetooth device are connected via an HFP or HSP Bluetooth connection.
- If you connect a device with a built-in radio or tuner to the headset, broadcasts may not be received or the sensitivity may be reduced. Move the headset away from the connected device and try again.
- If the headset connects to the previously connected Bluetooth device, the headset may only establish the HFP/HSP Bluetooth connection when it is turned on. Use the connected device to connect via an A2DP Bluetooth connection.

5-007-451-11(3) Copyright 2019 Sony Corporation

## Sound skips frequently.

- Set the headset to “Priority on stable connection” mode. For details, see “[About the sound quality mode](#)”.
- Remove any obstacles between the antenna of the connecting Bluetooth device and the built-in antenna of the headset. The antenna of the headset is built into the part shown in the dotted line below.



**A:** Location of the built-in antenna

- Bluetooth communications may be disabled, or noise or audio dropout may occur under the following conditions.
  - When there is a human body between the headset and the Bluetooth device  
In this case, put the Bluetooth device in the same direction as the antenna of the headset to improve the Bluetooth communications.
  - There is an obstacle, such as metal or a wall, between the headset and the Bluetooth device.
  - In places with wireless LAN, where a microwave oven is used, electromagnetic waves are generated, etc.
- The situation may be improved by changing the wireless playback quality settings or fixing the wireless playback mode to SBC on the transmitting device. For details, refer to the operating instructions supplied with the transmitting device.
- Because Bluetooth devices and wireless LAN (IEEE802.11b/g/n) use the same frequency band (2.4 GHz), microwave interference may occur and result in noise, audio dropouts, or communications being disabled if this headset is used near a wireless LAN device. In such a case, perform the following steps.
  - When connecting the headset to a Bluetooth device, use the headset at least 10 m (30 feet) away from the wireless LAN device.
  - If this headset is used within 10 m (30 feet) of a wireless LAN device, turn off the wireless LAN device.
  - Use this headset and the Bluetooth device as near to each other as possible.
- If you are enjoying music with your smartphone, the situation may be improved by shutting down unnecessary apps or restarting your smartphone.

### Related Topic

- [About the sound quality mode](#)

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## Pairing cannot be done.

---

- Bring the headset and the Bluetooth device within 1 m (3 feet) from each other.
  - When pairing for the first time after purchasing, initializing, or repairing the headset, the headset enters pairing mode automatically if you remove the headset from the charging case. To pair a second or subsequent device, press and hold the buttons on both the left and right units at the same time for about 7 seconds to enter pairing mode.
  - When pairing a device once again after initializing or repairing the headset, you may be unable to pair the device if it retains pairing information for the headset (iPhone or other device). In this case, delete the pairing information for the headset from the device and pair them again.
- 

### Related Topic

- [About the indicator](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Initializing the headset to restore factory settings](#)

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## One-touch connection (NFC) does not work.

---

- Remove the headset from the charging case and make sure that the headset is turned on.
  - Keep the smartphone close to the N-mark on the charging case until the smartphone responds. If it still does not respond, slowly move the smartphone around in different directions.
  - Check that the NFC function of the smartphone is turned on.
  - If the smartphone is in a case, remove the case.
  - NFC reception sensitivity varies depending on the smartphone. If the connection repeatedly fails, connect/disconnect by operating the smartphone.
  - You cannot establish a one-touch connection (NFC) while charging the battery, because the headset cannot be turned on. Finish charging before establishing the one-touch connection (NFC).
  - Check that the connecting device supports the NFC function.
  - Check that the Bluetooth function of the smartphone is turned on.
- 

### Related Topic

- [One-touch connection \(NFC\) with an Android smartphone](#)



Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## Unable to make a Bluetooth connection.

---

- Check that the headset is turned on.
  - Check that the Bluetooth device is turned on and the Bluetooth function is on.
  - If the headset automatically connects to the last connected Bluetooth device, you may fail to connect the headset to other devices via Bluetooth connection. In that case, operate the last connected Bluetooth device and disconnect the Bluetooth connection.
  - Check if the Bluetooth device is in sleep mode. If the device is in sleep mode, cancel the sleep mode.
  - Check if the Bluetooth connection has been terminated. If terminated, make the Bluetooth connection again.
  - If the pairing information for the headset has been deleted on the Bluetooth device, pair the headset with the device again.
- 

### Related Topic

- [About the indicator](#)
- [How to make a wireless connection to Bluetooth devices](#)

Wireless Stereo Headset

h.ear in 3 Truly Wireless (WF-H800)

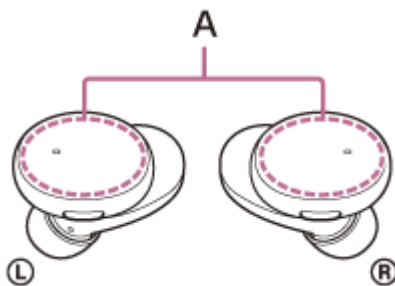
## Distorted sound

---

- Keep the headset away from a microwave oven, wireless LAN device, etc.

## The Bluetooth wireless communication range is short, or the sound skips.

- Set the headset to “Priority on stable connection” mode. For details, see [“About the sound quality mode”](#).
- Remove any obstacles between the antenna of the connecting Bluetooth device and the built-in antenna of the headset. The antenna of the headset is built into the part shown in the dotted line below.



**A:** Location of the built-in antenna

- Bluetooth communications may be disabled, or noise or audio dropout may occur under the following conditions.
  - When there is a human body between the headset and the Bluetooth device  
In this case, put the Bluetooth device in the same direction as the antenna of the headset to improve the Bluetooth communications.
  - There is an obstacle, such as metal or a wall, between the headset and the Bluetooth device.
  - In places with wireless LAN, where a microwave oven is used, electromagnetic waves are generated, etc.
- The situation may be improved by changing the wireless playback quality settings or fixing the wireless playback mode to SBC on the transmitting device. For details, refer to the operating instructions supplied with the transmitting device.
- Because Bluetooth devices and wireless LAN (IEEE802.11b/g/n) use the same frequency band (2.4 GHz), microwave interference may occur and result in noise, audio dropouts, or communications being disabled if this headset is used near a wireless LAN device. In such a case, perform the following steps.
  - When connecting the headset to a Bluetooth device, use the headset at least 10 m (30 feet) away from the wireless LAN device.
  - If this headset is used within 10 m (30 feet) of a wireless LAN device, turn off the wireless LAN device.
  - Use this headset and the Bluetooth device as near to each other as possible.
- If you are enjoying music with your smartphone, the situation may be improved by shutting down unnecessary apps or restarting your smartphone.

---

### Related Topic

- [About the sound quality mode](#)

Wireless Stereo Headset

h.ear in 3 Truly Wireless (WF-H800)

## The headset does not operate properly.

---

- Reset the headset. This operation does not delete pairing information.
  - If the headset does not operate properly even if you reset the headset, initialize the headset.
  - You cannot play music or make and receive calls when you are not wearing the headset. Put on the headset to operate.
- 

### Related Topic

- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

## Cannot hear a person on a call.

---

- Check that both the headset and the connected device (i.e., smartphone) are turned on.
  - Turn up the volume of the connected device if it is too low.
  - Check the audio settings of the Bluetooth device to make sure the sound is output from the headset during a call.
  - Use the Bluetooth device to re-establish the connection. Select HFP or HSP for the profile.
  - While listening to music with the headset, stop playback and press the button on either the left or right unit to respond to an incoming call.
- 

### Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Receiving a call](#)
- [Making a call](#)

Wireless Stereo Headset

h.ear in 3 Truly Wireless (WF-H800)

## Low voice from callers

---

- Turn up the volume of the connected device.

Wireless Stereo Headset  
h.ear in 3 Truly Wireless (WF-H800)

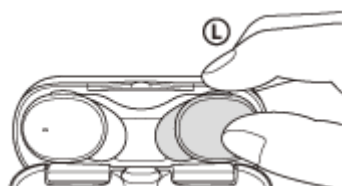
## Resetting the headset

---

If the headset cannot be turned on or cannot be operated even when it is turned on, reset the headset.

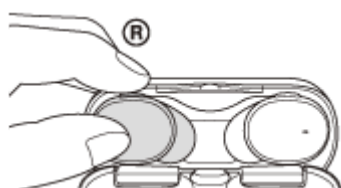
With your thumb firmly holding down the unit so that the unit does not move in the charging case, press the button on the unit with your index finger.

Place the headset into the charging case, leave the lid of the charging case open, then press and hold the button on the left unit for about 20 seconds.



Release your finger when the indicator (red) of the headset turns off after flashing.

Then press and hold the button on the right unit for about 20 seconds.



Release your finger when the indicator (red) of the headset turns off after flashing.

If the indicator (blue) on the headset flashes, the headset may not have been reset properly because the headset moved in the charging case. Perform the resetting operation again.

The device registration (pairing) information and other settings are retained.

If the headset does not operate correctly even after resetting, initialize the headset to restore factory settings.

---

### Related Topic

- [Initializing the headset to restore factory settings](#)

## Initializing the headset to restore factory settings

---

If the headset does not operate correctly even after resetting, initialize the headset.

Place the headset into the charging case, leave the lid of the charging case open, then press and hold the buttons on both the left and right units for about 10 seconds. Release your fingers when the indicators (red) of the headset start flashing.

The indicators (blue) flash 4 times ( ● ● ● ● ), and the headset is initialized. This operation resets volume settings, etc. to the factory settings, and deletes all pairing information. In this case, delete the pairing information for the headset from the device and then pair them again.

If the headset does not operate correctly even after initializing, consult your nearest Sony dealer.

### Note

- Check that the indicators (red) on both the left and right units light up before you press the buttons on both the left and right units of the headset.
- If you have updated the software after purchasing the headset, even if you initialize the headset, the software is retained updated.
- When you initialize the headset to restore the factory settings after you change the language of voice guidance, the language will also return to the factory setting.