



# Logitech H800 Wireless Headset User Manual

[Home](#) » [Logitech](#) » Logitech H800 Wireless Headset User Manual

## Contents [ [hide](#) ]

- [1 Logitech H800 Wireless Headset User Manual](#)
- [2 Package Contents](#)
- [3 Features](#)
- [4 USB Connection](#)
- [5 Connecting to a Bluetooth® device](#)
- [6 Using Headset](#)
- [7 Nano receiver and battery information](#)
- [8 Help with setup](#)
- [9 What do you think?](#)
- [10 Specs & Details](#)
  - [10.1 Dimensions](#)
  - [10.2 Technical Specifications](#)
  - [10.3 Warranty Information](#)
  - [10.4 Part Number](#)
- [11 FAQ- Frequently Asked Questions](#)
- [12 Download](#)
- [13 Related Posts](#)

**Logitech H800 Wireless Headset User Manual**

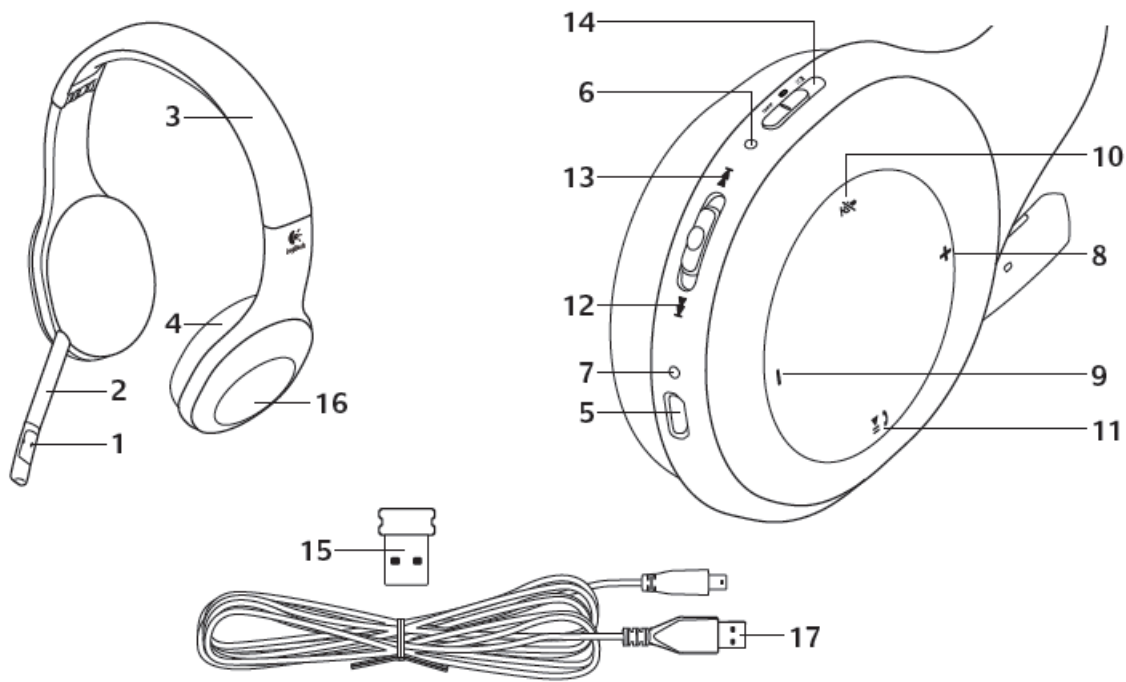


Getting started with Logitech® Wireless Headset H800. We've put everything you need to get started with your Wireless Headset H800 right here.

## Package Contents



## Features



### Headset elements

1. Noise-canceling microphone
2. Flexible, rotating microphone boom
3. Adjustable headband
4. Sculpted ear pads
5. Charging port
6. Wireless connection status light
7. Battery status light

### Headset controls

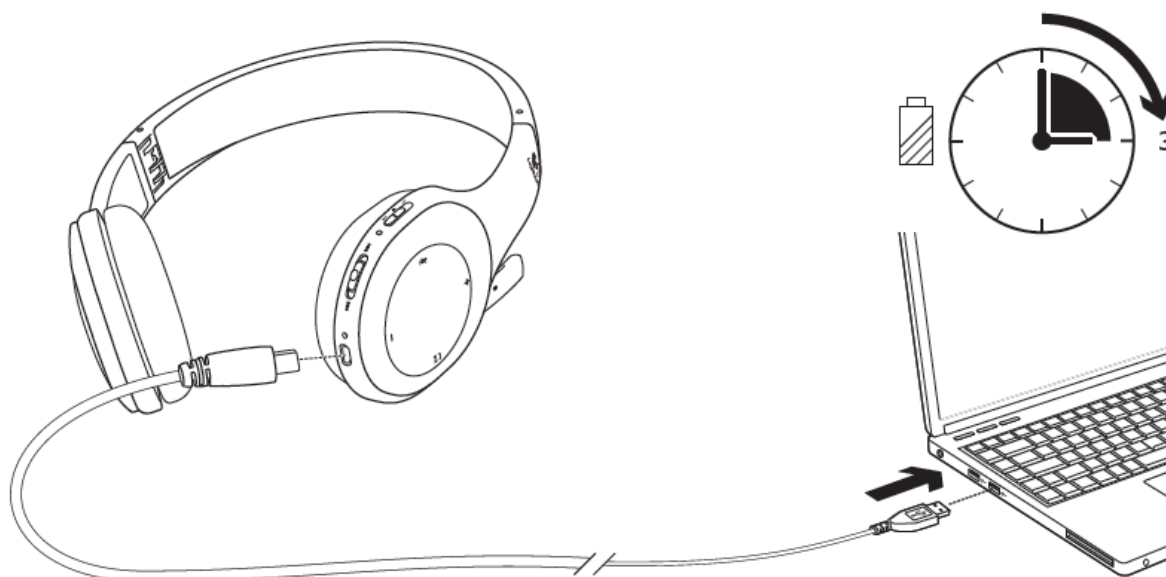
8. Volume up
9. Volume down
10. Microphone mute
11. Play/pause or Answer call/end call
12. Next track/Fast Forward
13. Previous track/Rewind
14. Device selection switch

### Other elements

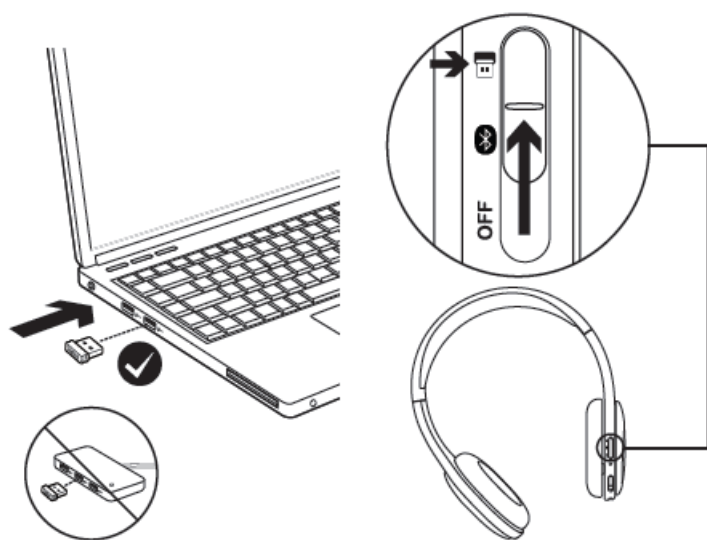
15. USB wireless Nano receiver
16. Nano receiver storage
17. USB charging cable

### USB Connection

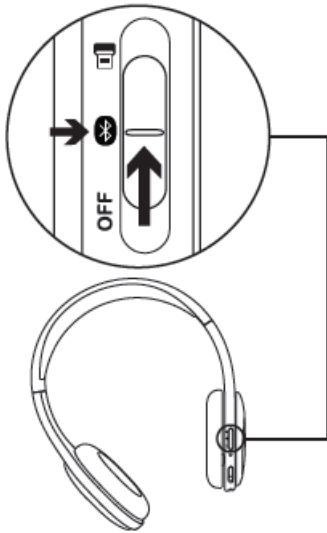
# 1



# 2



Connecting to a Bluetooth® device



1. Power on the wireless headset.
2. Slide the Device Selection switch on the right ear cup to the Bluetooth (middle) position.
3. Activate pairing on your Bluetooth device.  
(Refer to the documentation that comes with your device for pairing instructions.)  
If your Bluetooth device requests a security code, PIN, or pass code, enter 0000.  
The Bluetooth connection is made.
4. To connect additional Bluetooth devices to the wireless headset, visit [www.logitech.com/support](http://www.logitech.com/support), select your product, and find the FAQ about connecting multiple Bluetooth devices. You can pair up to seven Bluetooth devices with the headset, including smartphones, tablets, and MP3 players.

## Using Headset

3



## Try the headset

Listen to music or make an Internet call.

If the headset doesn't work, you may need to specify the headset as the default audio output/input device for your

operating system. Also refer to Help with setup for additional troubleshooting advice.

### **Windows® XP**

1. Go to Start/Control Panel/Sounds and Audio devices/Audio tab.
2. In the Sound Playback/Default Device window, choose the Logitech Wireless Headset H800.
3. Select the Voice tab.
4. In the Voice tab, choose the Logitech Wireless Headset H800.
5. Click **OK**.
6. Restart your media application.

### **Windows® Vista and Windows® 7**

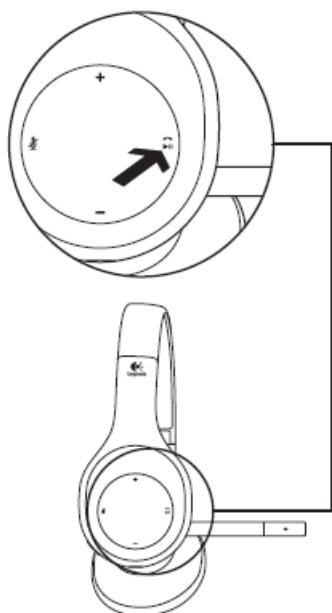
1. Go to Start/Control Panel/Sounds/Playback Devices tab.
2. Choose Playback Devices.
3. Choose the Logitech Wireless Headset H800.
4. Click Set Default, and then click OK.
5. Select the Recording Tab.
6. Choose the Logitech Wireless Headset H800.
7. Click Set Default, and then click OK.
8. Restart your media application.

### **Mac® OS**

1. Open System Preferences.
2. Choose the Sound/Output tab.
3. Choose the Logitech Wireless Headset H800.
4. Select the Input tab.
5. Choose the Logitech Wireless Headset H800.
6. Close window.
7. Restart your media application.

### **Answering a call**

To answer a call with a smartphone, press the Play/Pause (phone icon) button on right ear cup. To end a call, press and hold for three seconds the Play/Pause button.



## Nano receiver and battery information

### Wireless connection status light

Solid green	Connection made; your headset is ready to use.
Flashing green	Your headset and Nano receiver are not connected.
No light	Your headset is powered off.

### Battery status

Light	Battery Level	Description
Red and beeping	<10%	<30 minutes of talk time left
Flashing amber		Headset charging
Steady amber	100%	Charging complete

**Note:** To charge the headset, plug the included USB charging cable into your headset and computer. When the headset battery is very low, a full charge can take up to three hours. But you don't have to stop using the headset because it charges while you talk or listen to music.

## Help with setup

### Something not sound right? No sound at all? Microphone not working?

- Try moving the headset closer to the Nano receiver. The wireless connection status light on the headset turns solid green when the headset is in range (up to 40ft/12 m) with the Nano receiver. See the wireless performance table below for Nano receiver placement tips.
- When using with the Nano receiver, the Device Selection switch on the headset should be set to the last position.
- Make sure the headset is the active input/output audio device in both your application and operating system. For more information, see [Test the headset](#).
- Adjust the volume and microphone settings to an audible level in both your application and operating system.
- Quit and restart your media application.
- If you're using a USB hub (powered or un-powered), try plugging the Nano receiver directly into your computer.
- try using the headset with another computer.

### Headset not charging?

- Use the provided USB charging cable. Connect the cable to the charging port on the headset, and connect the other end of the cable to a USB port on your computer.
- If you are using a USB hub, connect the charging cable directly to a USB port on your computer.
- If the battery status light on the headset is not amber (solid or flashing), the headset is not receiving power from your computer's USB port. Try another USB port on your computer, and then turn on or wake up your computer to charge the headset.

### Music controls not working?

- Music controls for applications other than iTunes® and Windows Media Player® are not supported.
- If you use Windows®, you can download an optional software enhancement from [www.logitech.com/support](http://www.logitech.com/support) to improve music control.
- Some functions of the headset may not be supported depending on the tablet, smartphone and/or application.

### Bluetooth not connecting?

- Set the device selection switch on the headset to the Bluetooth (middle) position.
- Do not use the Nano receiver for a Bluetooth connection.
- Try powering off the headset, and then power it back on by sliding the Device Selection switch to the Bluetooth position.
- Re-establish pairing between the headset and your Bluetooth device. Initiate pairing for the headset by pressing and holding for five seconds the Volume + and Next track/Fast forward buttons on the headset. Next, initiate pairing for your Bluetooth device.  
(Consult the documentation that comes with your Bluetooth device.)
- Try using the headset with a different Bluetooth device.
- If you have paired more than one Bluetooth device to the wireless headset and are having trouble using any of



these devices with the headset, visit [www.logitech.com/support](http://www.logitech.com/support), select your product, and find the FAQ about connecting multiple Bluetooth devices.

## Wireless performance

Not recommended	Recommended
Back of desktop tower	Front of desktop tower
Plugged into monitor or keyboard USB port	Directly plugged into the PC
USB hub (powered or non-powered)	Directly plugged into the PC
Right next to other receivers (laptop)	Away from other receivers (laptop)
Within three feet of wireless router	More than three feet away from a wireless router

For additional assistance, please visit [www.logitech.com/support](http://www.logitech.com/support).

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Mexico 001 800 578 9619

## What do you think?

Please take a minute to tell us. Thank you for purchasing our product.

[www.logitech.com/ithink](http://www.logitech.com/ithink)

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## Specs & Details

### Dimensions

**Height:** 7.48 in (190 mm)

**Width:** 2.36 in (60 mm)

**Depth:** 3.15 in (80 mm)

**Weight:** 4.23 oz (120 g)

**Cable length:** 23.62 in (60 cm)

### Technical Specifications

**Microphone Type:** Uni-directional

**Input Impedance:** 32 Ohms

**Sensitivity (headphone):** 97 dB +/-3dB

**Sensitivity (microphone):** -47dBV/Pa +/- 3 dB

**Frequency response (Headset):** 30Hz-15KHz

**Frequency response (Microphone):** 100 Hz – 6.5 KHz

### Warranty Information

2-Year Limited Hardware Warranty

### Part Number

- 981-000337

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## FAQ- Frequently Asked Questions

### Troubleshoot headset pairing and audio issues on Windows 11 and macOS Monterey

[Windows issues](#)

[macOS issues](#)

[Windows and macOS issues](#)

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#### Windows issues

##### Symptoms:

The audio quality on your computer is low (stuck in HFP mode)

Opening sound settings or communication apps causes the computer to hang or reboot when a dongle or headset is connected to it

Unable to pair the headset to the computer through the dongle or Bluetooth

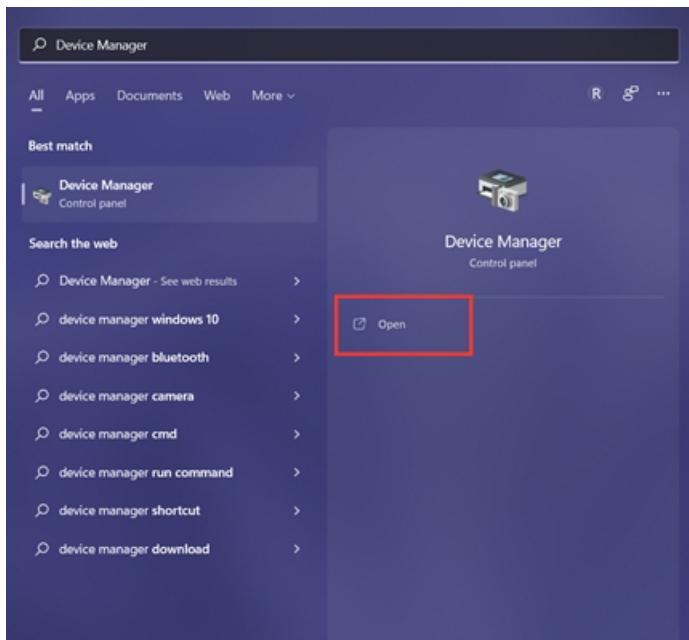
Headset continuously disconnects when connected to the dongle

Mic or audio does not work when the headset is connected through Bluetooth

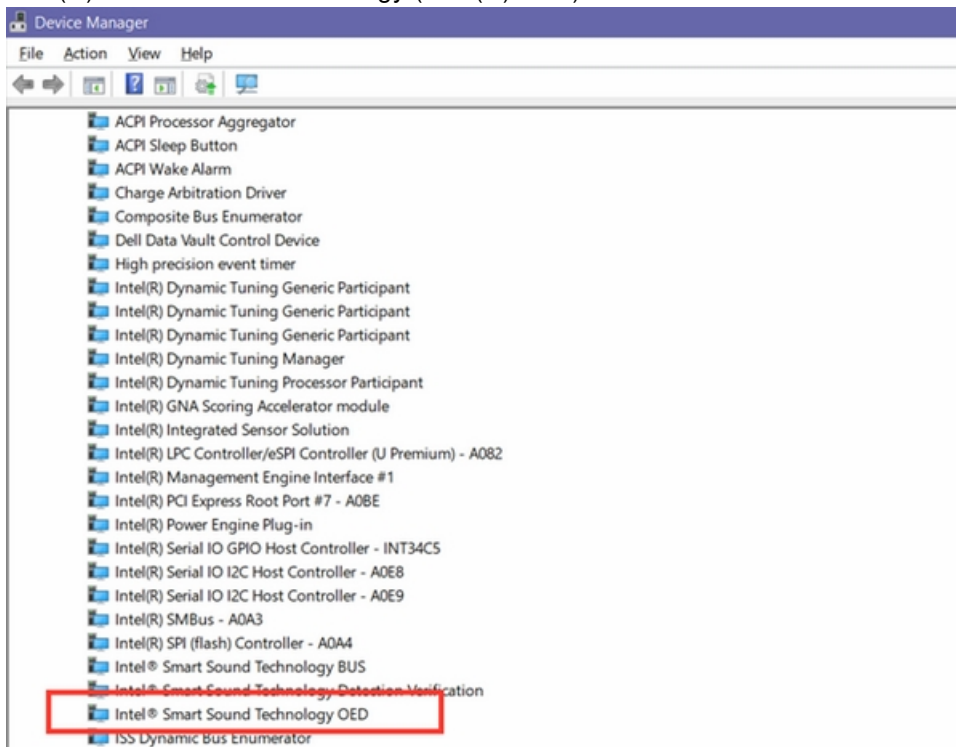
##### Resolution:

NOTE: These steps only apply to Intel-based computers.

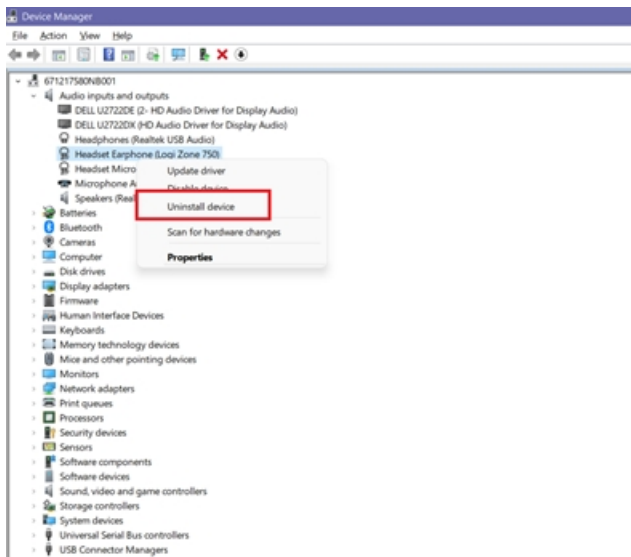
Search for **Device Manager** in Windows **Search** and open **System Devices**.



Find one or both of the drivers below, right-click on them and select **Disable device**. Make sure you disable only these drivers: Intel(R) Smart Sound Technology (Intel(R) SST) Audio Controller  
Intel(R) Smart Sound Technology (Intel(R) SST) OED



In the Drivers list, locate your headset, right-click on it, and then select **Uninstall Device**.



Reboot your computer.

## macOS issues

### Wireless headsets have no audio output or mic function after reboot/sleep/cold boot or replugging to the system

Power off your headset and turn it back on.

Make sure your headset is connected to the receiver and is within range.

### Headset works on Bluetooth, but the audio/button function has a problem

If your headset has a problem with its audio/button function when connected to Bluetooth:

Navigate to the following folder, and delete all plugins:

~/Library/Audio/Plug-ins/HAL/

Once deleted, restart your computer.

### Volume change does not sync with system volume or syncs slowly. I sometimes hear two tones when I reach max/min volume

If changing the volume on your headset does not sync with the system's volume, update to the latest version of macOS.

## Windows and macOS issues

### Microsoft Teams application LED or button does not work

Make sure your device has the latest firmware (you can update through Logi Tune).

Uninstall the Teams app, and then remove the remaining files from the folder below: Windows: C:\Users\<user-name> \AppData\Roaming\Microsoft\Teams

macOS: ~/library/Application support/Microsoft/Teams

Reinstall Teams, and check if you have any pending updates

### Wireless product not working properly when also using a USB 3.0 device

When using a USB 2.0 2.4GHz wireless peripheral device (such as a mouse, keyboard, or headphones) with a PC that also has a USB 3.0 peripheral device plugged in, you may experience erratic operation caused by interference. This is especially likely to happen when using USB 3.0 remote hard drives or flash drives.

This interference may result in:

Delayed response to mouse or keyboard inputs

Missing keyboard characters or mouse commands

Decreased operating distance between the USB 2.0 wireless device and its receiver

There are some techniques that can help early adopters of USB 3.0 to mitigate potential problems with their existing 2.4GHz wireless devices:

If your PC has multiple USB 2.0 connectors available, separate your USB 3.0 and USB 2.0 receivers by as much distance as possible. For example, if your PC has a choice of USB 2.0 connectors, use the one on the opposite side of the PC from the USB 3.0 connector.

Position your USB 2.0 receiver as close as possible to your wireless peripheral (mouse, keyboard, headphones, etc.).

Use a standard, USB-extender cable to position your USB 2.0 wireless receiver as far away as possible from your USB 3.0 connector.

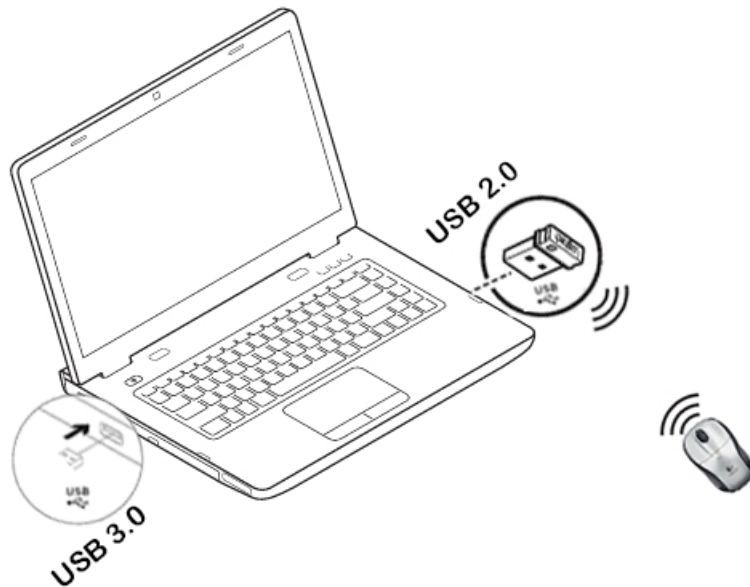
A USB-extender cable is available for Logitech customers who are experiencing this problem ( [click here for](#)

[more information](#)).

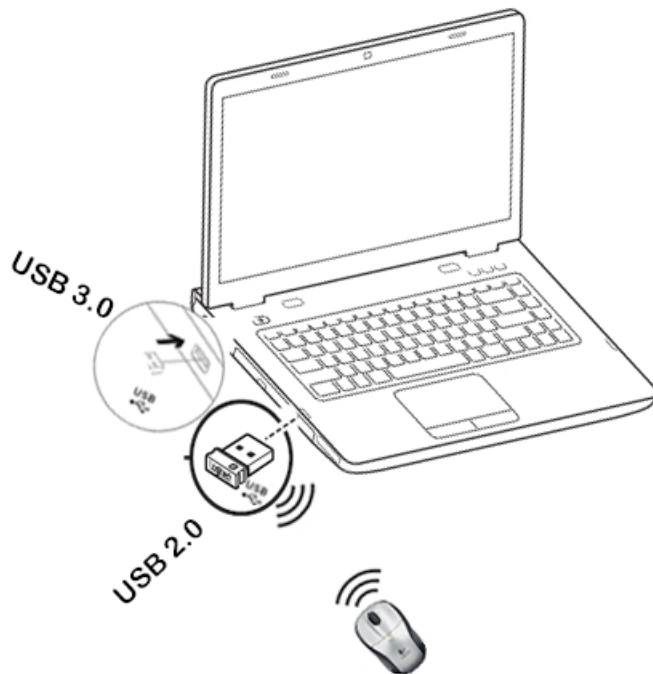
**NOTE:**

A USB 3.0 connector sometimes referred to as Super Speed USB or SS, normally has a blue plastic insert in the connector. Unlike a USB 2.0 connector which has 4 pins within the connector, a USB 3.0 connector has 9 pins.

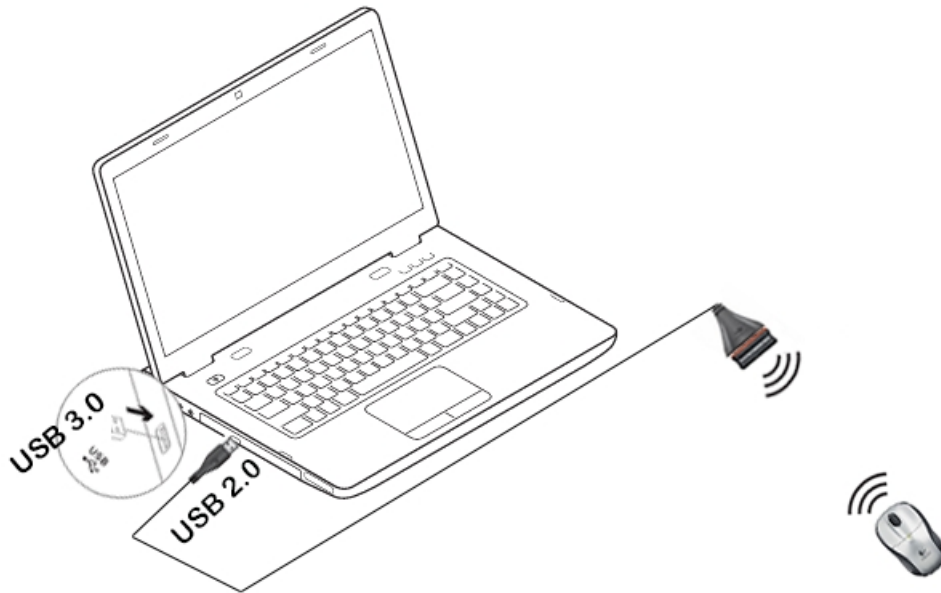
Move your USB 2.0 wireless receiver to the opposite side of your computer:



Make sure your USB 2.0 wireless receiver is in the USB 2.0 connector closest to your wireless peripheral:



Use a USB extended cable to position your wireless receiver as far away from your USB 3.0 peripheral as possible:



## **Windows 8 and Windows 10 product support and device compatibility**

To check if your Logitech product works with Windows 8 or Windows 10, first select the appropriate product category from the list below.

To check if your Logitech product works with Windows 8 or Windows 10, first select the appropriate product category from the list below.

[Mice and keyboards](#)

[Tablet and laptop accessories](#)

[Gaming products](#)

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[Speakers](#)

[Headphones and headsets](#)

[Smart radios](#)

[Squeezebox network music players](#)

[Alert security cameras](#)

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[Webcams](#)

## **H800 headset not connecting to computer using Bluetooth**

If your headset isn't connecting to your computer using Bluetooth, try the following:

- Make sure Bluetooth is enabled on your computer (see your computer's documentation for more help).
- You might be out of range, try moving the headset closer to your computer.
- Check to see that your headset is paired and connected to your computer in the Bluetooth devices menu (see your computer's documentation for more help).
- If you continue to experience a problem connecting, try using the supplied wireless receiver to connect, instead of your computer's built-in Bluetooth radio.

## **Microphone not working on the H800 headset**

If you're having issues with the microphone on your headset, try the following:

- Check that the microphone isn't set to mute either on the headset or in the application where you're using it.
- Make sure you have the H800 headset selected as the audio input/recording device (see your computer or device's documentation for help).
- Ensure the application you're using is configured to use the headset as its audio input/recording device (see the application's documentation for help).
- Make sure the receiver is connected to a USB port that isn't behind any large objects (ex. a desk or desktop PC).

- Connect the headset to a USB port with the charging cable — it may not have enough battery power.

### **H800 headset not powering on**

If your headset won't power on, try the following suggestions:

- Connect the headset to a USB port using the charging cable — it may not have enough battery power.
- Check that the switch is set to the “on” position.

#### **NOTE:**

When the headset is charging and not in use, always set the switch to the “off” position to conserve battery power.

### **Distorted audio on the H800 headset**

If you're having audio issues with your headset, try the following suggestions:

- Move the headset closer to your audio source — it might be out of range.
- Move away from other sources of wireless signal — you could be experiencing interference.
- Connect the headset to a USB port using the charging cable — it may not have enough battery power.
- Try adjusting the volume on your audio source — it might be turned up too high.

If you're using the wireless receiver:

- Make sure it's connected to a USB port that isn't behind any large objects (ex. a desk or desktop PC).
- Make sure it isn't connected near other wireless receivers that could be causing interference.

If you're using Bluetooth, try disabling other Bluetooth devices temporarily.

### **Controls on the H800 headset not working**

The music controls on the H800 headset are only supported on iTunes and Windows Media player. If you use Windows, you can download our music control software from the [Wireless Headset H800 Download Page](#). For call control issues with a chat or internet soft-phone application (ex. Skype, Windows Live Messenger, Logitech Vid), make sure your headset is set as the audio output and microphone in both the operating system and the chat or internet soft-phone application.

#### **NOTE:**

The H800 headset controls may not be compatible with all chat and soft-phone applications.

### **Pairing the H800 headset with a Bluetooth device**

To pair your wireless headset with a Bluetooth device:

Set the slider switch to the Bluetooth icon.

Slide the track switch to “Next” and hold, and press and hold the “Volume up” button at the same time, until the link LED indicator blinks rapidly.

#### **NOTE:**

For initial Bluetooth setup, your headset will automatically be in pairing mode.

Make sure Bluetooth is active on your device and then select “H800 Logitech Headset” in the Bluetooth devices list (see your Bluetooth device's documentation for more help).

Once the connection has been established, the link LED indicator should turn solid green.

#### **NOTE:**

For help with pairing additional Bluetooth devices with your H800 headset, see answer [360023242674](#).

### **Re-pairing the H800 headset with the wireless receiver**

You may need to re-pair your headset with its wireless receiver or pair it with a replacement receiver. Here's how:

Initiate the pairing mode for your headset

Download and run the pairing utility.

#### **NOTE:**

You can find the pairing utility in the download section of the [Wireless Headset H800 support page](#).

Set the switch on your headset to the receiver icon and not the Bluetooth icon.

Slide the track switch to “Next” and hold, and press and hold the “Volume up” button at the same time, until the link LED indicator blinks rapidly.



#### Initiate the pairing mode for your wireless receiver

Make sure your wireless receiver is connected to a USB port on your computer.

When the headset is in pairing mode, click Next on the Pairing Utility page to initiate the pairing mode on the receiver.

Once the headset is paired to the wireless receiver, the connect LED will turn solid green and the pairing utility will state that the headset is ready to use.

#### **H800 headset not working when connected to computer by USB cable**

Your headset is designed to work wirelessly using Bluetooth or the included wireless receiver.

It only uses the USB cable provided to charge the battery.

#### **No audio from H800 headset when connected to computer by wireless receiver**

If you're not hearing audio from your headset when using the wireless receiver, try the following suggestions:

- Make sure you've set the switch to the receiver icon.
- Connect the headset to a USB port with the charging cable — it may not have enough battery power.
- Make sure you have the H800 selected as the audio output device (see your computer's documentation for help).
- Check that the application you're using is configured to use the headset as its audio output device (see the application's documentation for help).
- Make sure the receiver is connected to a USB port that isn't behind any large objects (ex. a desk or desktop PC).

#### **Pairing additional Bluetooth devices with the H800 headset**

You can pair up to seven Bluetooth devices with your wireless headset. Once you pair the first device, simply initiate the pairing mode of your headset to pair another. While your wireless headset can store up to seven devices, it will only connect to and stream audio from one device at a time.

See answer [360023242194](#) for help with pairing Bluetooth devices with your headset.

NOTE:

When switching from one device to another, make sure you disconnect from the last device before connecting to the next one (see your Bluetooth device's documentation for help).

#### **No audio from the H800 headset when connected to a Bluetooth device**

If you're not hearing audio from the headset on a Bluetooth device, try the following:

- Make sure you've set the switch to the Bluetooth icon.
- If you have paired multiple Bluetooth devices with the headset, make sure you're connected to the correct Bluetooth device (see answer [360023404773](#) for help).

Connect the headset to a USB port with the charging cable — it may not have enough battery power.

- If you're connected to a computer, make sure you have the Wireless Headset H800 selected as the audio output device (see your computer's documentation for help).
- Make sure the application you're using is configured to use the headset as its audio output device.
- Try disabling other Bluetooth devices.

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## **Download**

Logitech H800 Wireless Headset User Manual – [ [Download PDF](#) ]

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