



motorola

WIRELESS HEADPHONES

Model: MOTO XT800 ANC



For: MOTO XT800 ANC

User Guide

Safety instructions



DANGER

To avoid hearing damage, limit the time you use headphones at high volume and set the volume to a safe level. The louder the volume, the shorter the safe listening time is.



WARNING

These wireless headphones are compliant with all relevant standards regarding electromagnetic fields and are, when handled as described in the User Guide, safe to use. Therefore, always read the instructions in this User Guide carefully before using the device.

- Listen at reasonable volumes for reasonable periods of time.
- Be careful not to adjust the volume continuously upwards as your hearing adapts.
- Do not turn up the volume so high that you can't hear what is around you.
- You should use caution or temporarily discontinue use in potentially hazardous situations.
- Excessive sound pressure from headphones can cause hearing loss.
- Using headphones with both ears covered while driving is not recommended and may be illegal in some areas while driving.
- For your safety, avoid distractions from music or phone calls while in traffic or other potentially dangerous environments.

CAUTION

- Do not expose headphones to excessive heat.
- Do not drop your headphones.
- Headphones shall not be exposed to dripping, splashing water.
- Do not allow your headphones to be submerged in water.
- Do not use any cleaning agents containing, alcohol, ammonia, benzene, or abrasives.
- If cleaning is required use a soft cloth, if necessary dampened with a minimum amount of water or diluted with a minimum amount of water or diluted mild soap, to clean the headphones.
- The integrated battery shall not be exposed to excessive heat such as sunshine, fire or the like.

- Replacement of a battery with an incorrect type can defeat a safeguard (for example, in the case of some lithium battery types).
- Risk of explosion if the battery is replaced by an incorrect type. Dispose of used batteries according to the instruction.
- Use only the rechargeable battery model U383246PV supplied by SHENZHEN UTILITY ENERGY CO., LTD. for the headphones.
 - Please dispose of the lifeless battery under guidance.
 - Recycle your device.
 - Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, can result in an explosion.
 - Leaving a battery in an extremely high temperature surrounding environment can result in an explosion or the leakage of flammable liquid or gas.
 - A battery subjected to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas.

Operating temperature and humidity

- Store in a place where temperature is between -20°C (-4°F) to 50°C (122°F) (up to 90% relative humidity with no condensation).
- Operate in a place where temperature is between 0°C (32°F) to 45°C (113°F) (up to 90% relative humidity with no condensation).
- Battery life may be shorter in high or low temperature conditions.

Welcome...

to your new MOTO XT800 ANC wireless headphones!

- Active noise cancellation (ANC)
- Up to 60 hours of total playtime when ANC is off and up to 35 hours of total playtime when ANC is on.
- Smart voice assistant
- Bluetooth 5.3
- Google fast pairing
- USB-C charging

Need help?

If you have any problems setting up or using your MOTO XT800 ANC, please visit us at motorolasound.com/support

Alternatively, you may find the answer in the 'Help' section at the back of this guide.

This User Guide provides you with all the information you need to get the most from your wireless headphones.

Before you make call or listen to music you will need to set up your wireless headphones. Follow the simple instructions in ‘Getting started’, on the next few pages.

Got everything?

- Wireless headphones
- USB-C charging cable (20 cm in length)
- Quick start guide
- Warranty

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1. Getting started

Range of headphones and the Bluetooth device

Make sure the headphones and Bluetooth device are placed within range of each other.

Charging the battery

Important

Warning! Use only the approved rechargeable Lithium polymer battery supplied with your MOTO XT800 ANC.



- Plug the Type C cable into the USB-C charging port on the headphones and the AC USB adaptor.
- When the battery is charging, the charging LED flashes orange. When charging is complete, the orange LED stays on for 10 seconds and then turns off.

Battery performance

In ideal conditions, a fully charged battery provides up to 60 hours of playtime with ANC turned off and up to 35 hours with ANC turned on.

The charge capacity of the rechargeable battery will reduce with time as it wears out, giving the headphones less usage / standby time.

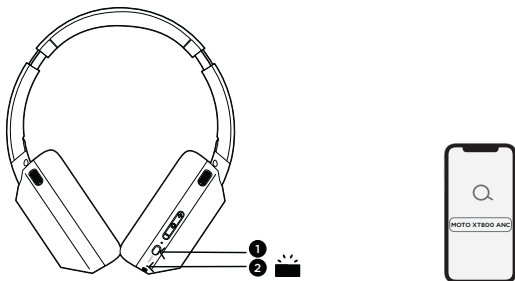
Battery low warning

If you hear a low battery alert tone and the charging LED flashes orange every 5 seconds, it indicates a low battery level. Recharge the battery.

Connecting your headphones

Pair your headphones with the Bluetooth device for the first time

1. Press and hold **Q/ANC** for 3 seconds to turn on the headphones. They will automatically enter pairing mode and the charging LED will flash blue quickly.
2. Your **MOTO XT800 ANC** supports Google fast pairing. For Motorola smartphone or Android phone with Android version 6.0 or above, simply confirm **MOTO XT800 ANC** directly on your device screen. For other devices, select **MOTO XT800 ANC** from the Bluetooth menu of your device. When pairing is successful, you will find a notification on your phone and hear a connected tone on the headphones.



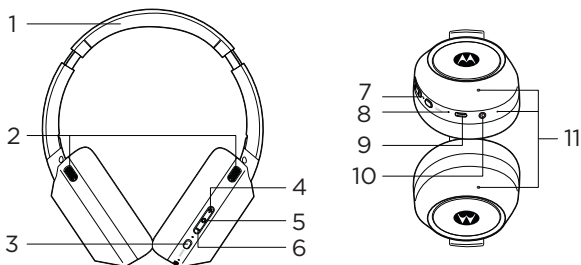
Note

Make sure your device is compatible with Bluetooth and headphones and the Bluetooth function of your device is activated.

Your MOTO XT800 ANC are now ready for use.

2. Getting to know your wireless headphones

Overview



- 1 **Extendable headband**
- 2 **Speaker**
- 3 **Power/Transparency mode/ANC (Active Noise Canceling) on/off button**
- 4 **Volume up/Skip forward**
- 5 **Call/Music button**
- 6 **Volume down/Skip backward**
- 7 **ANC (Active Noise Canceling) indicator**
- 8 **Power/Charging/Pairing LED**
- 9 **USB-C charging port**
- 10 **Audio input**
- 11 **Microphones**

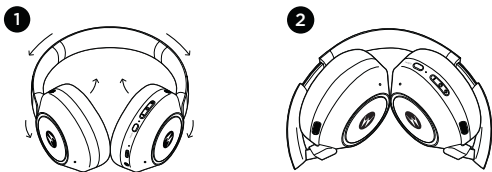
3. Using the wireless headphones

3.1 Fit and comfort

Adjust the extendable headband slider and the earcups until the headphones fit comfortably on your head.



When not in use, twist and fold the earcups for easy storage.



3.2 Reconnect the headphones to your Bluetooth device

1. Turn on your Bluetooth device with the Bluetooth feature activated.
2. Press and hold **Q/ANC** for 3 seconds to turn on the headphones.
 - The headphones will auto reconnect to the last connected Bluetooth device.

Note

If the headphones cannot find and connect to any Bluetooth device with 5 minutes, they will switch off automatically.

3.3 Operation

3.3.1 Turn on/off

Task	Operation
Turn on	When turning off, press and hold ⏻/ANC for 3s. The blue LED turns on for 2s and off.
Turn off	When turning on, press and hold ⏻/ANC for 3s. The blue LED turns on for 2s and off.

3.3.2 Call control

Task	Operation
Answer/End a call	Press ○ once.
Reject a call	Press and hold ○ for 2s
3-way call	
Pick up a call and put the current call on hold/switch calls	Press ○ once.
Reject a call and continue the current call	Press and hold ○ for 2s.
End the current call and resume the on-hold call/Pick up a call and end the current call	Press ○ twice.

3.3.3 Music

Task	Operation
Play/Pause	Press ○ once.
Volume down	Press - .
Volume up	Press + .
Previous track	Press and hold - for 2s.
Next track	Press and hold + for 2s.

3.3.4 Activate voice assistant

Press **○** for 2s.

Note: Make sure you have enabled the corresponding voice assistant features on your smartphone.

3.3.5 Noise cancelling/Ambient sound on or off

When the ANC is off and press **⏻/ANC** to turn it on, the white LED will light up for 2s and then turn off. When the ANC is on and press **⏻/ANC** to turn it off, the white LED will not light up.

3.3.6 Restore factory settings

When your phone is not connected to the headphones, press **○** 5 times quickly. The charging LED will flash orange and blue 3 times and turn off.

3.4 Alert sounds

The headphones play an alert sound when performing the following functions:

- Ready for pairing
- Ambient sound on
- Active noise cancelling on/off
- Connected to Bluetooth
- Disconnected from Bluetooth
- Powering on/off the headphones
- Low battery level
- Volume level at maximum/minimum

4. Help

The wireless headphones do not turn on.

- The battery level is too low. Recharge your headphones (see page 7).

The wireless headphones do not connect with the Bluetooth device.

- Ensure the Bluetooth function of the Bluetooth device has been turned on.
- Ensure the Bluetooth function of the previous connected device has been turned off.
- Ensure you follow the instructions in this user manual to connect the headphones (see page 8).

The wireless headphones keep disconnecting.

- The battery level is too low. Recharge your headphones (see page 7).
- Ensure the wireless headphones and Bluetooth device are operated within range.
- Remove the wireless headphones from the pairing list and connect them with the Bluetooth device again.

Poor audio quality.

- Ensure the wireless headphones and Bluetooth device are operated within range.
- Remove the wireless headphones from the pairing list and connect them with the Bluetooth device again.

My voice cannot be heard.

- Check the Bluetooth device to ensure the voice is going through the wireless headphones.
- Speak close to the microphone.

Music plays on my Bluetooth device not through the headphones.

- Check on your Bluetooth device if you have selected to listen to music through the headphones.

5. Technical Specifications

Bluetooth profiles	HSP (Handset Profile); HFP (Handsfree Profile); A2DP (Advanced Audio Distribution Profile); AVRCP (Audio Video Remote Control Profile)
Bluetooth version	5.3
Battery	Type and capacity: Lithium polymer, 600 mAh
Play time	60 hours when ANC is off, 35 hours when ANC is on.
Headphones charging time	< 2.5 hours for full charge; 5 mins for 180 mins play time
Frequency range	2.402 - 2.480 GHz
Transmission power	Less than 10dBm (for CE only)
Operation range	7 meters (33 feet)
Operation temperature	0°C ~ +45°C
Storage temperature	-20°C ~ +70°C

Note

Specifications are subject to change without prior notice.

6. General information

Cleaning and care

Important

Always switch off and disconnect the power adaptor before cleaning your wireless headphones.

- Clean your wireless headphones with a slightly damp cloth or with an anti-static cloth. Never use cleaning agents or abrasive solvents.
- Do not clean any part of the wireless headphones with thinners or other solvents and chemicals - this may cause permanent damage to the product which is not covered by the warranty.
- Keep your wireless headphones away from hot, humid areas or strong sunlight, and do not let it get wet.
- Every effort has been made to ensure high standards of reliability of your wireless headphones. However, if something does go wrong, please do not try to repair it yourself - contact Customer Service for assistance.

Disposal of the Device (environment)

At the end of the product life cycle, you should not dispose of this product with normal household waste. Take this product to a collection point for the recycling of electrical and electronic equipment. The symbol on the product, user guide and/or box indicates this. Some of the product materials can be re-used if you take them to a recycling point. By reusing some parts or raw materials from used products you make an important contribution to the protection of the environment. Please contact your local authorities in case you need more information on the collection points in your area. Dispose of the battery pack in an environmentally-friendly manner according to your local regulations.



Consumer Products and Accessories Warranty

Thank you for purchasing this Motorola branded product manufactured under license by Meizhou Guo Wei Electronics Co. LTD., AD1 section, The Economic Development Area, Meizhou, 514000, Guangdong Province, China ("MZGW").

What Does this Warranty Cover?

Subject to the exclusions contained below, MZGW warrants that this Motorola branded product ("Product") or certified accessory ("Accessory") sold for use with this product that it manufactured to be free from defects in materials and workmanship under normal consumer usage for the period outlined below. This Limited Warranty is your exclusive warranty and is not transferable.

Who is covered?

This warranty extends only to the first consumer purchaser, and is not transferable.

What will MZGW do?

MZGW or its authorized distributor at its option and within a commercially reasonable time, will at no charge repair or replace any Products or Accessories that do not conform to this limited warranty. We may use functionally equivalent reconditioned / refurbished / pre-owned or new Products, Accessories or parts.

What Other Limitations Are There?

ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY, OTHERWISE THE REPAIR OR REPLACEMENT PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL MOTOROLA OR MZGW BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT OR ACCESSORY, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS OR ACCESSORIES TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

Some jurisdictions do not allow the limitation or exclusion of incidental or consequential damages, or limitation on the length of an implied warranty, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from one jurisdiction to another.

Products Covered	Length of Coverage
Consumer Products	One (1) year from the date of the products original purchase by the first consumer purchaser of the product.
Consumer Accessories	Ninety (90) days from the date of the accessories original purchase by the first consumer purchaser of the product.
Consumer Products and Accessories that are Repaired or Replaced	The balance of the original warranty or for ninety (90) days from the date returned to the consumer, whichever is longer.

Exclusions

Normal Wear and Tear. Periodic maintenance, repair and replacement of parts due to normal wear and tear are excluded from coverage.

Batteries. Only batteries whose fully charged capacity falls below 80% of their rated capacity and batteries that leak are covered by this limited warranty.

Abuse & Misuse. Defects or damage that result from: (a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse; (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food; (c) use of the Products or Accessories for commercial purposes or subjecting the Product or Accessory to abnormal usage or conditions; or (d) other acts which are not the fault of Motorola or MZGW are excluded from coverage.

Use of Non-Motorola branded Products and Accessories. Defects or damage that result from the use of Non-Motorola branded or certified Products or Accessories or other peripheral equipment are excluded from coverage.

Unauthorized Service or Modification. Defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, or modification in any way by someone other than Motorola, MZGW or its authorized service centers, are excluded from coverage.

Altered Products. Products or Accessories with (a) serial numbers or date tags that have been removed, altered or obliterated; (b) broken seals or that show evidence of tampering; (c) mismatched board serial numbers; or (d) nonconforming or non-Motorola branded housings, or parts, are excluded from coverage.

Communication Services. Defects, damages, or the failure of Products or Accessories due to any communication service or signal you may subscribe to or use with the Products or Accessories is excluded from coverage.

How to Obtain Warranty Service or Other Information?

To obtain service or information, please visit us at:

motorolasound.com/support

You will receive instructions on how to ship the Products or Accessories at your expense and risk, to a MZGW Authorized Repair Center.

To obtain service, you must include: (a) the Product or Accessory; (b) the original proof of purchase (receipt) which includes the date, place and seller of the Product; (c) if a warranty card was included in your box, a completed warranty card showing the serial number of the Product; (d) a written description of the problem; and, most importantly; (e) your address and telephone number.

These terms and conditions constitute the complete warranty agreement between you and MZGW regarding the Products or Accessories purchased by you, and supersede any prior agreement or representations, including representations made in any literature publications or promotional materials issued by MZGW or representations made by any agent, employee or staff of MZGW, that may have been made in connection with the said purchase.

EU Declaration of Conformity (DoC)

Hereby, MZGW declares that the radio equipment type is in compliance with RE Directive 2014/53/EU. The full text of the EU declaration of conformity is available on the website: motorolasound.com

EU exposure:

RF exposure information: The EIRP power of the device at maximal case is below the exempt condition, 20mW specified in EN62479: 2010. RF exposure assessment has been performed to prove that this unit will not generate the harmful EM emission above the reference level as specified in EC Council Recommendation(1999/519/EC).

FCC regulatory conformance:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

NOTES:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

NOTES:

The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

IC regulatory conformance

This device complies with CAN ICES-003 (B)/NMB-003(B).

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme à la norme CAN ICES-003 (B)/NMB-003 (B).

Cet appareil contient des émetteurs / récepteurs exempt (s) de licence qui sont conformes aux RSS exemptes de licence d'Innovation, Sciences et Développement économique Canada. Son fonctionnement est soumis aux deux conditions suivantes:

- (1) Cet appareil ne doit pas provoquer d'interférences.
- (2) Cet appareil doit accepter toute interférence, y compris les interférences susceptibles de provoquer un fonctionnement indésirable de l'appareil.

The device is compliance with RF exposure guidelines, users can obtain Canadian information on RF exposure and compliance.

Le présent appareil est conforme Après examen de ce matériel aux conformité ou aux limites d'intensité de champ RF, les utilisateurs peuvent sur l'exposition aux radiofréquences et la conformité and compliance d'acquérir les informations correspondantes.

EU Declaration of Conformity

Hereby, MZGW declares that the radio equipment type is in compliance with RE Directive 2014/53/EU.

UK Declaration of Conformity

Hereby, MZGW declares that this product is in compliance with the requirements for UKCA marking.

Both the Declaration of Conformity for EU and UK can be obtained at: <https://motorolasound.com/support/declaration-of-conformities/>

Manufactured by: Meizhou Guo Wei Electronics Co., Ltd.

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Version 2 (EN)



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