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- › [Plantronics](#) /
- › [Plantronics RIG 500 PRO HX Gaming Headset User Manual](#)

Plantronics 211221-05

RIG 500 PRO HX Gaming Headset User Manual

Brand: Plantronics

Model: 211221-05

PRODUCT OVERVIEW



Image: The Plantronics RIG 500 PRO HX Gaming Headset, showcasing its black and gold design with the microphone attached.

The Plantronics RIG 500 PRO HX headset is engineered for competitive gaming on Xbox One. It features a lightweight exoskeleton design, precisely-tuned acoustic chambers, and powerful 50 mm drivers to deliver high-resolution audio. The integrated RIG game audio dial provides intuitive volume control, ensuring you stay focused on the game.

KEY FEATURES

- Hear more and react faster with precisely tuned 50 mm drivers delivering high-resolution audio.
- The lightweight exoskeleton design covers the ear for stable, comfortable gameplay, so you can play longer with less distraction.
- Precisely tuned to pick up every sound, noise-isolating acoustic chambers create a high-resolution, low-distortion audio experience.
- Isolated over-the-ear design and dual-material ear padding provide passive noise cancellation so you can play for hours without fatigue or overheating.

- Strategically located RIG game audio dial integrates with your controller to let you easily adjust master volume without interrupting your gameplay.
- Dolby Atmos for Headphones pulls you into the game with moving audio that sweeps all around and above you. Prepaid activation code included for Xbox One and Windows 10.
- Removable noise-canceling mic and flip-to-mute function takes the guesswork out of muting and unmuting.
- The 3.5 mm cable is compatible with PCs, Xbox One controllers, PS4 controllers, laptops, mobile phones and tablets.
- Replaceable earcups and interchangeable cables allow you to configure your headset to suit your playing style and desired comfort level.

SETUP GUIDE

1. Attaching the Microphone

Align the removable noise-canceling microphone boom with the port on the left earcup and firmly insert it until it clicks into place. Ensure the microphone is securely attached for optimal voice pickup.



Image: The removable microphone boom being inserted into the designated port on the left earcup of the RIG 500 PRO HX headset.

2. Connecting to Your Device

The RIG 500 PRO HX headset connects via a 3.5 mm cable. For Xbox One controllers, plug the game audio dial directly into the controller's 3.5 mm port. For other compatible devices like PCs, PS4 controllers, laptops, mobile phones, and tablets, connect the 3.5mm jack directly.



Image: The RIG game audio dial plugged into the bottom 3.5mm port of an Xbox One controller, showing the integrated volume control.

3. Adjusting the Headband and Earcups

The headset features a lightweight exoskeleton design with stereo earcups and a self-adjusting headband for comfortable wear. The earcups can be adjusted to three different positions on the headband to achieve the best fit for your head size and comfort. Simply slide the earcups up or down along the frame until they are comfortably positioned over your ears.



Image: A close-up of the RIG 500 PRO HX headset showing the adjustable earcup positions on the lightweight frame.

4. Dolby Atmos Activation (Xbox One & Windows 10)

A prepaid activation code for Dolby Atmos for Headphones is included with your headset. To activate, connect your headset to an Xbox One or Windows 10 compatible device, and log in with a Microsoft account. Follow the on-screen prompts to redeem your code and enable immersive audio.

OPERATING INSTRUCTIONS

Volume Control

The RIG game audio dial, located on the 3.5 mm connector, allows for easy adjustment of master volume without interrupting your gameplay. Rotate the dial clockwise to increase volume and counter-clockwise to decrease volume.



Image: The circular RIG game audio dial with a textured grip, designed for quick and easy volume adjustments.

Microphone Mute Function

The removable noise-canceling microphone features a convenient flip-to-mute function. To mute the microphone, simply flip the microphone boom upwards until it is in the vertical position. To unmute, flip the microphone boom back down to the speaking position.

MAINTENANCE AND CARE

General Cleaning

To maintain the headset's condition, regularly wipe down the earcups and headband with a soft, damp cloth. Avoid using harsh chemicals or abrasive cleaners. Ensure the headset is dry before storage.

Earcup and Cable Replacement

The RIG 500 PRO HX features replaceable earcups and interchangeable cables, allowing for customization and extended product life. If earcups become worn or damaged, or if the cable needs replacement, contact

Plantronics support or an authorized retailer for genuine replacement parts.

TROUBLESHOOTING

No Audio / Low Volume

- Ensure the 3.5 mm connector is fully inserted into your device's audio jack.
- Check the RIG game audio dial and ensure the volume is turned up.
- Verify your device's audio settings (e.g., Xbox One audio settings, PC sound settings) to ensure the headset is selected as the output device and volume levels are appropriate.
- If using with a controller, ensure the controller itself has sufficient battery power.

Microphone Not Working

- Ensure the microphone boom is firmly inserted into the earcup port.
- Verify the microphone is not in the flipped-up (muted) position.
- Check your device's microphone input settings to ensure the headset microphone is selected and not muted.
- Test the microphone on another compatible device to rule out a device-specific issue.

Poor Sound Quality / Static

- Ensure the 3.5 mm connection is clean and free of debris.
- Test the headset with another device to determine if the issue is with the headset or the original device.
- Ensure no other audio devices are causing interference.

TECHNICAL SPECIFICATIONS

Feature	Specification
Headphones Jack	3.5 mm Jack
Model Name	211221-05
Connectivity Technology	Wired
Compatible Devices	PCs, Xbox One Controllers, PS4 Controllers, Laptops, Mobile Phones, Tablets
Item Weight	258 Grams (9.1 ounces)
Water Resistance Level	Not Water Resistant
Frequency Range	20 Hz to 20,000 Hz
Audio Driver Type	Dynamic Driver

Earpiece Shape	Over-ear cups
Manufacturer	RIG
Release Date	August 10, 2018

WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the documentation included in your product packaging or visit the official Plantronics (RIG) support website. Keep your proof of purchase for warranty claims.

Online Support: NACONGAMING.COM Support