

## AOC ACG 2502

# AOC ACG 2502 Wireless Gaming Headset User Manual

Model: ACG 2502

## 1. INTRODUCTION AND OVERVIEW

The AOC ACG 2502 Wireless Gaming Headset is designed to provide a versatile and immersive audio experience across various gaming platforms and devices. Featuring dual-mode wireless connectivity (2.4GHz and Bluetooth 5.4), 7.1 virtual surround sound, and a noise-cancelling microphone, this headset offers high-quality audio and clear communication for extended gaming sessions.



Image: The AOC ACG 2502 Wireless Gaming Headset, showcasing its design and included connectivity accessories.

## 2. WHAT'S IN THE BOX

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- 1 x ACG2502 Gaming Headset
- 1 x Type-C Charging Cable
- 1 x USB Transmitter (2.4GHz wireless dongle)
- 1 x Type-C to 3.5mm Audio Cable
- 1 x User Manual

## 3. PRODUCT FEATURES

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- **Dual-Mode Wireless with Ultra-Low Latency:** Enjoy both 2.4 GHz and Bluetooth 5.4 connectivity with a guaranteed maximum latency of 20 ms for rock-solid audio synchronization.
- **4-in-1 Universal Connectivity:** Equipped with USB-A, Type-C, Bluetooth 5.4, and 3.5 mm wired modes, allowing connection to consoles, mobile devices, and PCs. *Note: Bluetooth modes are incompatible with PS5 and PS4. Only the 3.5mm wired mode is compatible with Xbox Series X/S; other Xbox models are not supported.*
- **High-Resolution 7.1 Virtual Surround Sound:** Features dual acoustic chambers and 50 mm

graphene diaphragms, plus a built-in DAC delivering 96 kHz/24-bit output for precise directional audio.

- **Lightweight, Ergonomic Comfort:** Weighing just 239 g, the headset includes protein-leather earcups with breathable foam and an adjustable headband for fatigue-free extended use.
- **Long-Lasting Battery with Fast Charge:** Provides up to 45 hours of gameplay on a single charge. A full recharge takes approximately 2 hours via USB-C, with the ability to game while charging.
- **Triple-Stage Noise Cancelling Microphone:** The boom mic features foam isolation, DSP filters for echo and background noise elimination, and AI-driven voice enhancement for clear communication.



Image: Key features of the AOC Gaming Headset, including Hi-Res Audio and multi-platform compatibility.

## 4. SETUP AND CONNECTIVITY

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### 4.1 Initial Charging

Before first use, fully charge the headset. Connect the Type-C charging cable to the charging port on the headset and the other end to a USB power source. The indicator light will be red while charging and turn blue when fully charged. A full charge takes approximately 2.5 hours.

### 4.2 2.4GHz Wireless Connection (USB Transmitter)

1. Plug the USB Transmitter into an available USB-A or Type-C port on your PC, PS5/PS4, or Nintendo Switch.
2. Press and hold the Power Button on the headset for 3 seconds to turn it on.
3. Double-click the Power Button to switch to "Adapter mode." The headset will announce "Adapter mode," and its indicator light will flash white.
4. Once successfully connected, the headset's indicator light will turn solid white, and the transmitter's blue light will stay on.

*Note: The microphone is disabled when connected to Nintendo Switch via 2.4GHz.*



Image: The 2.4GHz USB wireless dongle, emphasizing low latency connectivity.

#### 4.3 Bluetooth 5.4 Connection

1. Press and hold the Power Button on the headset for 3 seconds to turn it on.
2. Double-click the Power Button to switch to "Bluetooth mode." The headset will announce "Bluetooth mode," and the indicator light will blink blue, indicating it's in pairing mode.
3. On your mobile device or PC, open Bluetooth settings and search for "AOC ACG2502" to connect.
4. After successful pairing, you can play music or make voice calls.

*Note: Bluetooth modes are incompatible with PS5 and PS4.*



#### 4.4 3.5mm Wired Connection

Connect the Type-C to 3.5mm audio cable to the headset's Type-C port and the 3.5mm end to your device (e.g., Xbox Series X/S controller, PC, mobile device). This mode does not require battery power.

*Note: Only the 3.5mm wired mode is compatible with Xbox Series X/S; all other Xbox models are not supported.*

## MULTI-PLATFORM COMPATIBLE

1



USB for PS4 & PS5

2



Bluetooth for Phone

3



Wired for PS5 Controller

4



Type-C for Switch

**2.4GHz Mode**  
PC/Laptop/Mac/Switch  
PS/PS2/PS4/PS5  
Mobile Phone

**Bluetooth Mode**  
PC/Laptop/Mac  
Mobile Phone

**Wired Mode**  
PC/Laptop/Mac  
PS5/PS4/Switch  
Xbox Series X/S

\* Switch does not support microphone functionality.

\* Only the 3.5mm wired mode is compatible with Xbox Series X/S, while all other Xbox models are not supported.

Image: Visual guide for connecting the headset to various platforms using different modes.

## 5. OPERATING INSTRUCTIONS

The headset features intuitive controls located on the left earcup.

- **Power Button:**
  - Press and hold for 3 seconds to power On/Off.
  - Single click to play/pause audio or answer a call.
  - Double click to end or reject a call.
  - Double click to switch between 2.4GHz and Bluetooth modes.
- **Volume + Button:** Click to increase volume. Press and hold to continuously raise volume.
- **Volume - Button:** Click to decrease volume. Press and hold to continuously lower volume.

- **Microphone & Light Switch:**

- Single click to mute/unmute the microphone.
- Double click to toggle ambient RGB lighting On/Off.



Image: Detailed view of the headset's control buttons for easy operation.

## 6. CHARGING

The headset offers up to 45 hours of battery life on a single charge. When the battery is low, the indicator light will flash red, and you will hear a "Battery low" sound. Connect the Type-C charging cable to recharge. The headset can be used while charging, ensuring uninterrupted gameplay.

# 45H BATTERY LIFE

Charge While You Play



Image: Illustration of the headset's 45-hour battery life.

## 7. MICROPHONE USAGE

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The detachable boom microphone features triple-stage noise cancelling technology to ensure clear voice transmission. This includes foam isolation to block ambient sounds, DSP filters to eliminate echo and background noise, and AI-driven voice enhancement. The microphone is adjustable and can be moved up or down as needed.





Image: The headset's adjustable microphone and its noise-cancelling capabilities.

## 8. SPECIFICATIONS

Feature	Detail
Model Name	ACG 2502
Connectivity Technology	2.4GHz, Bluetooth 5.4, Wired (3.5mm)
Audio Latency	20 Milliseconds (max)
Battery Life	Up to 45 Hours
Charging Time	Approx. 2.5 Hours
Audio Driver Size	50 Millimeters
Speaker Impedance	32 Ohms
Frequency Response	20 Hz - 20 kHz
Sensitivity	90 dB



Feature	Detail
Microphone Type	All-round, Noise Cancelling
Transmission Distance (2.4GHz)	10 meters
Bluetooth Range	33 Feet (approx. 10 meters)
Weight	15.2 ounces (approx. 431g)
Material	Acrylonitrile Butadiene Styrene (ABS), Polyurethane (PU)

## 9. MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the headset. Avoid using harsh chemicals or abrasive materials.
- **Storage:** Store the headset in a cool, dry place away from direct sunlight and extreme temperatures.
- **Battery Care:** To prolong battery life, avoid fully discharging the headset frequently. Charge it regularly, even if not in use for extended periods.
- **Cable Management:** Handle cables gently to prevent damage. Avoid sharp bends or excessive pulling.

## 10. TROUBLESHOOTING






- **No Audio/Poor Audio Quality:**
  - Ensure the headset is powered on and charged.
  - Verify the correct connectivity mode (2.4GHz, Bluetooth, or Wired) is selected and properly connected to your device.
  - Check device volume settings and headset volume controls.
  - If using 2.4GHz, ensure the USB transmitter is securely plugged in and its indicator light is solid blue.
  - If using Bluetooth, ensure the headset is paired and connected in your device's Bluetooth settings.
  - Test with the 3.5mm wired connection to isolate if the issue is wireless-related.
- **Microphone Not Working:**
  - Ensure the microphone is not muted (single click the Microphone & Light Switch).
  - Verify the microphone is securely attached.
  - Check your device's audio input settings to ensure the headset microphone is selected.
  - Remember the microphone is disabled when connected to Nintendo Switch via 2.4GHz.
- **Cannot Connect/Pair:**
  - Ensure the headset is in the correct pairing mode (flashing white for 2.4GHz, flashing blue for Bluetooth).
  - Move closer to the device to ensure you are within range.
  - Turn off and on both the headset and the device's wireless function.
  - Clear previous Bluetooth pairings on your device and attempt to pair again.
- **Battery Drains Quickly:**

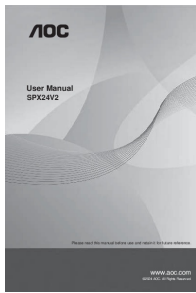
- Ensure the headset is fully charged before use.
- Reduce RGB lighting usage, as this consumes additional power.
- If the issue persists, contact customer support.

## 11. WARRANTY AND SUPPORT

The AOC ACG 2502 Wireless Gaming Headset comes with a **1-year free replacement or repair warranty**. AOC also provides **24/7 customer support** and a **60-day hassle-free return policy**. For any issues or inquiries, please refer to the contact information provided in the included user manual or visit the official AOC support website.

### Related Documents - ACG 2502

	<p><a href="#">AOC GH401 Gaming Headset Quick Start Guide</a></p> <p>Get started quickly with the AOC GH401 Gaming Headset. This guide provides setup instructions, product overview, and connection details for wireless and wired modes.</p>
	<p><a href="#">AOC GH100 Gaming Headset Quick Start Guide</a></p> <p>Learn how to set up and connect your AOC GH100 Gaming Headset with this quick start guide. Covers 3.5mm analog and USB connections, and customer support information.</p>
	<p><a href="#">AOC 16T10 LCD Monitor User Manual</a></p> <p>User manual for the AOC 16T10 LCD Monitor, covering setup, operation, troubleshooting, and specifications. Learn how to connect, adjust, and maintain your monitor for optimal viewing.</p>
	<p><a href="#">Instrukcja Obsługi Monitora AOC CU34E4CW</a></p> <p>Kompleksowa instrukcja obsługi monitora AOC CU34E4CW, zawierająca informacje o instalacji, konfiguracji, funkcjach, bezpieczeństwie i rozwiązywaniu problemów.</p>
	<p><a href="#">Manuel de l'utilisateur AOC CU34E4CW - Guide complet</a></p> <p>Manuel de l'utilisateur pour le moniteur AOC CU34E4CW. Ce guide couvre l'installation, les réglages, le dépannage, les spécifications et plus encore pour votre moniteur AOC.</p>



### [AOC SPX24V2 User Manual - Setup, Operation, and Specifications](#)

Comprehensive user manual for the AOC SPX24V2 display, covering safety, setup, operation, media playback, file management, troubleshooting, and technical specifications. Visit [www.aoc.com](http://www.aoc.com) for more information.