

Troubleshoot your Xbox One wireless controller

Your Steps

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Welcome to the Xbox One Wireless Controller Solution

Step 1: Welcome to the Xbox One Wireless Controller Solution

If you're having trouble with one of your Xbox One wireless controllers, this solution can help you troubleshoot a wide variety of controller issues. We can also help you replace a broken controller if none of these solutions correct the problem.

Note For help troubleshooting problems with an Xbox Adaptive Controller, see the troubleshooting section of [All about the Xbox Adaptive Controller](#).

What type of problem are you having with your controller?



MY CONTROLLER DOESN'T FUNCTION
CORRECTLY



MY CONTROLLER WON'T CONNECT TO MY
CONSOLE OR PC



I CAN'T UPDATE MY CONTROLLER