

<https://support.xbox.com/en-US/xbox-one/controllers/wireless-controller-solution>

<https://support.xbox.com/en-US/xbox-one/accessories/connect-a-wireless-controller>

Troubleshoot your Xbox One wireless controller

Your Steps

1

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 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 [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



I CAN'T UPDATE MY CONTROLLER

Your Steps

[Welcome to the Xbox One Wireless Controller Solution](#)

MY CONTROLLER DOESN'T FUNCTION CORRECTLY

2

My controller doesn't function correctly

Step 2: My controller doesn't function correctly

When troubleshooting controller functionality, it's important to note the difference between an instance of unexpected behavior (this could include joystick drift, awkward calibration, or controls not responding as expected) and an instance of buttons on the controller not working at all.

Note For the purposes of troubleshooting, in this solution the word "button" refers to any of the controls on the wireless controller: buttons, sticks, bumpers, triggers, D-pad, etc.

Step 3: Check your controller batteries

Verify that your controller batteries aren't causing this issue. If your controller won't power on at all, replace the controller batteries with fresh ones and make sure they're inserted correctly into the controller.

Does your controller power up now?

|

Connect the controller using the console's bind button

1. Turn on your Xbox One.
2. Insert AA batteries (or [rechargeable batteries](#) from the Xbox One Play & Charge Kit) into the controller. See [Using AA batteries in your Xbox One Wireless Controller](#).
3. Turn on your controller by pressing and holding the **Xbox** button. (The Xbox button is located in the middle of the controller near the top.) The Xbox button will flash. When the button stays lit, the controller is connected.

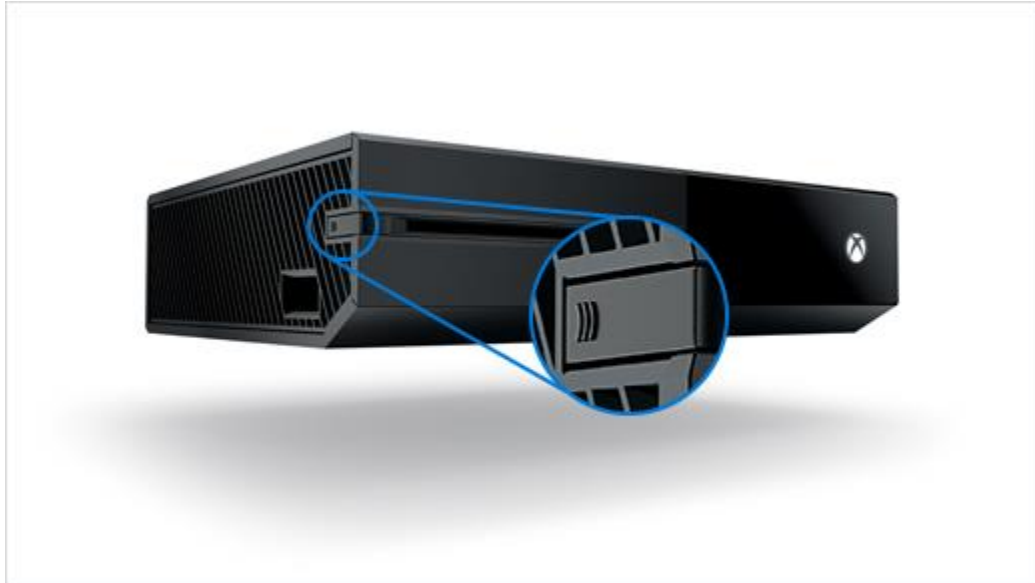
Note If the controller doesn't turn on, check the batteries. If you're using rechargeable batteries, make sure they're charged.

4. Press and release the **bind** button on the Xbox.
 - On Xbox One X and Xbox One S, the **bind** button is on the front right, below the power button.





- On original Xbox One, the **bind** button is a circular button on the side, around the corner from the disc tray.



5. Within 20 seconds, press and hold the controller's **bind** button (a circular button on top of the controller as you hold it in your hands) until the controller's **Xbox** button flashes a few times. That means it's searching for a console. The Xbox button stays lit once it's connected.

Repeat this for every additional controller.

Notes

- You can connect up to eight wireless controllers to a console.
- Controllers are assigned to users based on who is holding the controller. To learn how to assign a controller to your profile, see [How to assign an account to an Xbox One Wireless Controller](#).

Connect the controller using a USB-to-micro-USB cable

If you have a micro-USB cable or the Xbox One Play & Charge Kit, you can connect your controller by using the micro-USB cable and do without batteries. For details, see [Connect your charge cable to use your Xbox One Wireless Controller without batteries](#).

Notes

- If you've tried the steps on this page and your controller still won't connect, see [Xbox One Wireless Controller disconnects or can't connect](#).
- You can connect up to eight wireless controllers, in addition to any wired controllers.
- Controllers are assigned based on who's holding a controller. To assign a specific controller to your profile, see [How to assign an account to an Xbox One Wireless Controller](#).