
Microsoft Wireless Controller Troubleshooting:

Controller Won't Connect to Console

I want to navigate my Xbox One, but my controller refuses to connect or will not stay connected for long.

Low Batteries

Your batteries may be low. If the batteries are low, the controller's wireless signal strength may be weak and therefore will not connect to the console. You are going to want to replace your batteries or charge the controller.

Parts: [AA Batteries for Xbox One](#), [Xbox One Controller Charging Cable](#)

Tools required: None

Another Wireless Device Is Interfering

A conflicting signal may be responsible for connectivity issues. Consider turning off nearby wireless devices and reconnecting the controller.

Too Many Controllers Are Connected

Make sure you do not have more than *eight* controllers connected. That is the limit for the Xbox One console.

Controller Inactivity

If you set down your controller for longer than fifteen minutes and then come back to an unresponsive controller, you may need to turn the controller back on.

Controller Is Out Of Range

Your Xbox One Controller signal has a range of 30 feet (9.1 meters). Make sure you are within this range.

Controller Is Not Synced

If you sync your controller to another device, you will need to re-sync it back to your console. To do this, turn on the Xbox One and hold down the *sync button* on your controller. Simultaneously, hold down the *sync button* on your console until the light on your controller begins to flash at a rapid pace. Once this happens, release both sync buttons. Your controller should now be connected after about five to ten seconds.

Mic Preventing Connection

Some people have reported that the controller will not connect with the headset mic plugged in. Unplug the mic, and reconnect. Sync if necessary. Plug the mic back in after establishing a connection.

Controller Will Not Turn On

No matter how many times I try to connect or sync my controller, it will not turn on.

Low Batteries

Your batteries may be low. If the batteries are low, the controller's wireless signal strength may be weak and therefore will not connect to the console. You are going to want to charge your batteries. If the batteries will not charge, or drain too quickly, replace your batteries.

Parts: [AA Batteries for Xbox One](#), [Xbox One Controller Charging Cable](#)

Tools required: None

Low Battery Pack

Your battery pack may be completely drained. Plug the controller into the console using a USB cord. To check on how charged the battery is, press the Xbox button to go to the home screen where the charge will be displayed in the bottom right corner.

If the pack will not charge, or drains too quickly, you can get replacement battery packs.

Part: [Battery pack for Xbox One](#)

Tools required: None

Defective Charge Cable

Your charging cable may be defective and will not charge your controller at all. If this is the case, you will need to buy a new cord.

Part: [Xbox One Controller Charging Cable](#)

Tools Required: None

Sticky Buttons

One or more of the buttons on my controller takes longer than usual to pop back up.

Dirt Build Up

There could be minor dirt build up or sugary drink residue within your controller. You're going to want to see our [Buttons Replacement](#) Guide so you can get to your buttons to clean them, or replace the covers or gasket.

Parts: [Button gasket](#), [Button covers](#), [alcohol cleaning pads](#)

Tools required: [T6 Torx](#), [TR8 Torx](#), [Spudger](#), [tweezers](#) (recommended) Replacing the switches themselves requires [replacing the main board](#).

Part: [Xbox One Controller \(1537\) Motherboard](#)

Tools: [T6 Torx](#), [TR8 Torx](#), [Spudger](#), soldering station [tweezers](#) (recommended)

Malfunctioning Thumbstick

I cannot properly navigate my Xbox One.

Residue Build Up

Your thumbstick may be sticking or not rotating properly. Check out the [Thumbstick Replacement](#) Guide so you can get to your thumbsticks and clean them or replace the thumbstick covers.

Part: [Thumbstick cover](#)

Tools Required: [TR8 Torx](#), [Spudger](#)

If this does not fix the problem, the thumbstick mechanism may be faulty meaning you should [replace the secondary board](#).

Part: [Xbox One Controller \(1537\) Midframe Assembly and control board](#), [Xbox One Controller \(1697\) Midframe Assembly and control board](#)

Tools: [T6 Torx](#), [TR8 Torx](#), [Spudger](#), soldering station [tweezers](#) (recommended)

Broken Thumbsticks

It is possible that you have have been gaming a little too hard and one or both of your thumbsticks are bent or broken. Look at our [Thumbstick Replacement](#) Guide to see how you can get back to your hardcore gaming habits in no time.

Part: [Thumbstick cover](#)

Tools Required: [TR8 Torx](#), [Spudger](#)

If cleaning or replacing the thumbstick covers does not fix the problem, the thumbstick mechanism may be faulty meaning you should [replace the main board](#).

Controller Won't Vibrate

When I am playing games, my controller refuses to vibrate.

Vibration Setting Not Enabled

Make sure your vibrations setting is enabled. This can be done in the settings of the game you are playing.

Low Batteries

If your batteries are low, the controller may not vibrate in an effort to save battery life. Replace the batteries or charge your controller.

Parts: [AA Batteries for Xbox One](#), [Xbox One Controller Charging Cable](#)

Tools required: None

Vibration May Not Be Supported By The Game

Try using another controller on the game that you are playing. If the controller is still not vibrating, the game most likely does not support this option.

Vibration Motor is Defective

If you have tried everything above and your controller still refuses to vibrate, there may be something wrong with the vibration motor. Get ready to grab a screw driver, you're going to need it for the [Trigger Rumble Motor Replacement](#) Guide. This guide requires soldering.

Part: [Xbox One controller trigger vibration motor](#)

Tools required: [T6 Torx](#), [TR8 Torx](#), [Spudger](#), soldering station [tweezers](#) (recommended)