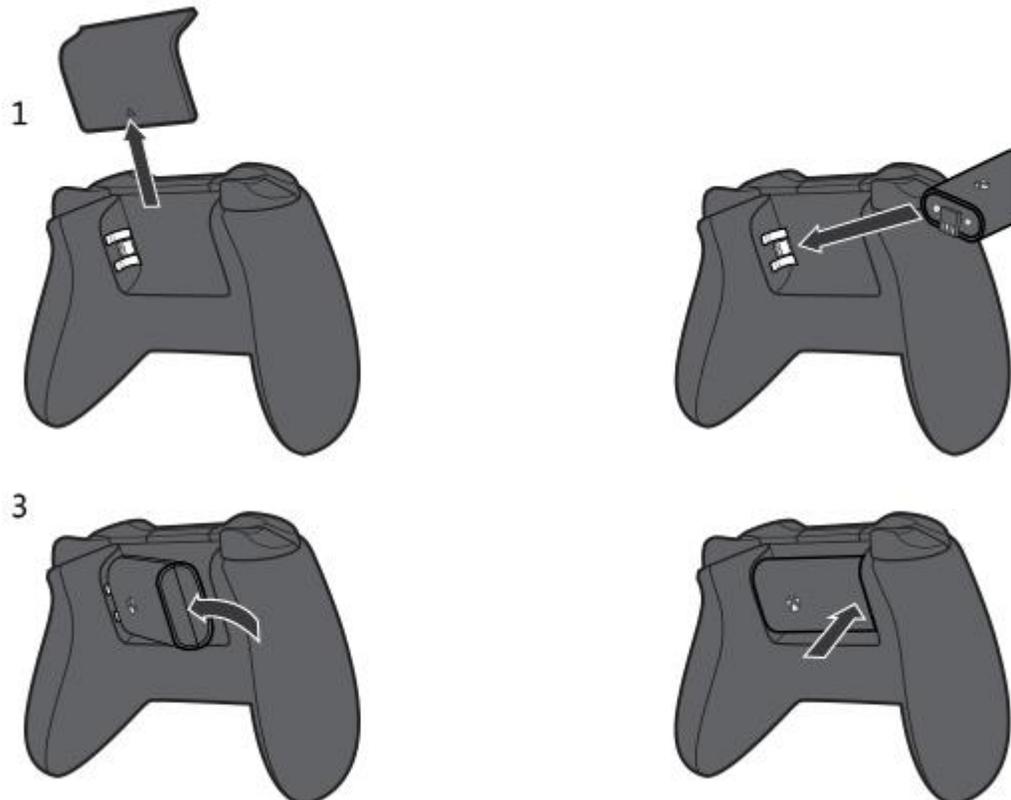# Using the Play & Charge Kit battery pack

Insert the battery pack that came with your Xbox One Play & Charge Kit into your Xbox One Wireless Controller, and charge it using the charge cable included in the kit.

Insert the battery pack

1. Open the battery compartment door.
2. Insert the Xbox One Rechargeable Battery Pack with the connection side first, aligned with the connection points in the compartment. The battery is designed to be inserted only in this direction.
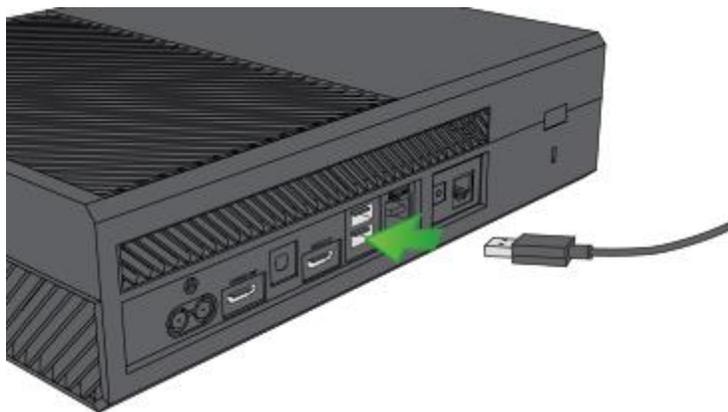3. Replace the battery compartment door.

Charge the battery

1. Connect your charge cable to the USB port on the front of the controller.

2. Connect the other end of the charge cable to a USB port on your Xbox One.

3. If your Xbox One console is off, turn it on. The console must be turned on after the controller is connected or the battery won't charge. However, you can then turn it off again if you want to.

The light on your charge cable glows orange to indicate the battery is charging. When the light changes to white, the battery pack is fully charged.

You can use your controller to play while the batteries charge. Your controller transmits all signals through the cable until it's unplugged. When the battery pack is fully charged, you

can stay connected to your console with the charging cable without using battery power or damaging your batteries.

You can also charge your battery by connecting the controller and charge cable to any USB power source, and you can use other USB-certified cables. However, charging times may vary.

Other batteries

Standard AA (LR6) batteries work in your Xbox One Wireless Controller, as do rechargeable AA (LR6) batteries. Note that regular rechargeable batteries don't charge in the controller. Recharge these batteries by the method recommended by the manufacturer.

Troubleshooting Steps:

Troubleshoot the Xbox One Play & Charge Kit battery pack

If your Xbox One rechargeable battery pack doesn't charge when you connect the Xbox One Wireless Controller to the console with a USB cable, it might have worn out (as all rechargeable batteries do). The length of time that a rechargeable battery lasts depends on how often you recharge it. If you recharge the battery frequently, it won't last as long as if you use the controller only occasionally.

But before you replace it, try these tests.

Test the cable

Check whether the cable is attached securely at both ends.

Try a different cable. Sometimes a cable can develop a short, or it might be susceptible to interference.

The Xbox One Play & Charge Kit uses a standard USB to micro-USB cable. You can use any USB to micro-USB cable to test whether the cable is the problem.

Clean the battery contacts

Remove the battery and clean the contacts on the battery pack using a dry cloth or isopropyl alcohol and a cotton swab. Don't use water or chemicals, which can damage the contacts.

Test the wireless controller

Insert AA batteries into the controller, and then test the controller.

Try a different Xbox One rechargeable battery pack.

If the controller works with a different battery pack or AA batteries, the controller isn't causing the issue.