

Control Sticks Are Not Responding Correctly on Nintendo Switch Pro Controller

Description:

The control sticks on the Nintendo Switch Pro Controller do not respond or respond incorrectly.

Important:

- Prior to troubleshooting a controller, we strongly recommend you [calibrate the control sticks](#).

What to Do:

1. Ensure your Nintendo Switch console has the latest [system version](#).
2. Verify that the Nintendo Switch Pro Controller has power and that it is paired to the console.
 - While on the [HOME Menu](#), press any button on the Pro Controller.
 - If one or more of the [player LEDs](#) on the controller blinks and remains lit, the controller is already paired to the console.
 - If the [player LEDs](#) momentarily light up in a sequence and then shut off, the Pro Controller will need to be [paired](#) to the console.
 - If none of the [player LEDs](#) light up, the Pro Controller is out of power and will need to be [recharged](#).
3. Once it is paired to the console, [calibrate the control sticks on the Pro Controller](#).
 - If the control sticks do not respond correctly or if the calibration fails, reset the Pro Controller by pressing the [SYNC Button](#) once. Then press any other button to power on the controller again.
4. If the calibration was successful but the control sticks are not responding with a particular game or application, it is possible that the Pro Controller is not compatible with that software. Check the software manual or game packaging.
 - If the software is compatible with the Pro Controller, but the control sticks are not responding or are responding incorrectly, try the following:
 - Decrease the distance between the Pro Controller and the console.
 - To minimise wireless interference, ensure that the console is not placed behind a TV, under a metal object, or within 1 to 1.5 metres (three to four feet) of other wireless devices, such as wireless speakers, cordless phones, etc.
 - If the issue persists, try testing the Pro Controller using a different compatible game or software.

Situation Not Resolved:

If the control sticks are not responding with a different compatible software, or if another compatible software is unavailable, the Nintendo Switch Pro Controller will need to be repaired.

Please [click here](#) to book a repair.