

Recon Controller - Update Firmware, Reset To Factory Default

For the best experience possible, we recommend always running the latest firmware for your Recon Controller. This is also an important step for troubleshooting, as well.

Model	Firmware	Date	Notes
Recon Controller	v.1.0.6	5/20/2022	<ul style="list-style-type: none">- Enhancements to all five audio EQs.- Added LT/RT as mappable functions to the Action Buttons.- Fixes bug where multiple buttons could be mapped to the Action Buttons at once.

UPDATE FIRMWARE

The setup video available [here](#) also shows the below firmware update process.

To update the firmware for your controller, please do the following:

First, download the Turtle Beach Control Center. The download links below are **region-specific**, so be sure to select the correct link for your region. The Control Center is available for both Xbox consoles and PC.

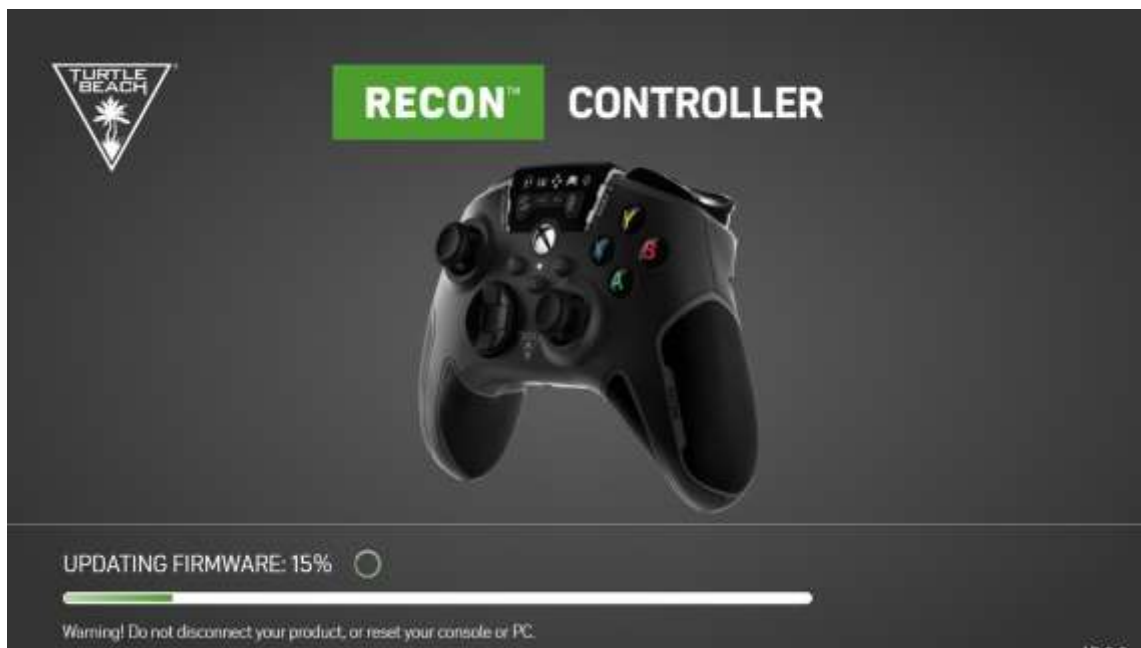
[US/Canada](#)

[EU/UK](#)

Once the Turtle Beach Control Center has been downloaded, open the Control Center. If your controller isn't already connected to the console/computer, you'll see a visual prompt to connect the controller.

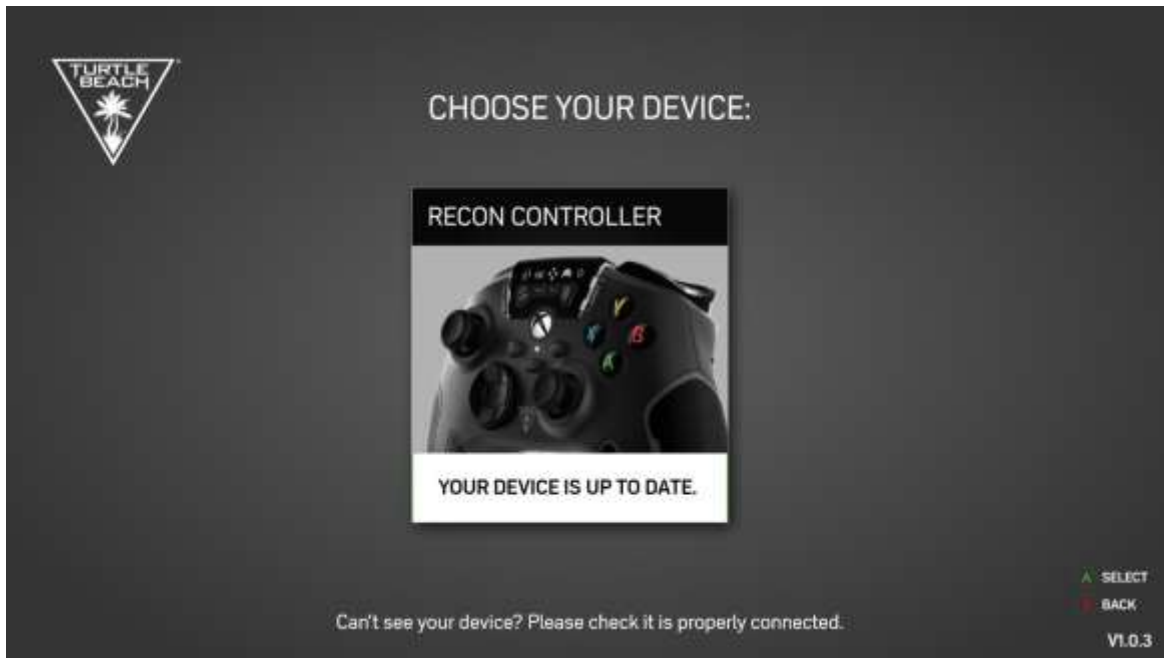


When the controller is connected, you'll see the image of the controller on the screen, along with a banner informing you whether a firmware update is available. Select the controller on the screen, and perform the firmware update. While the firmware is being updated, the screen will change to show the progress of that update.



Once the update is complete, you'll see a notice on the controller image saying that your device

is up to date.



To exit the Control Center:

- **PC/Xbox:** Press B on the controller itself and follow the prompts to close the Control Center; you will see a prompt asking if you would like to exit the program. Select **Yes**.
- **PC:** With the mouse, navigate to the upper-right hand corner of the screen; an **X** will appear. (This X appears only when the mouse is hovering over that upper-right corner.) Click on that **X** to close the program. You will receive the same exit prompt.
- **PC:** On the keyboard, press the ALT and F4 keys at the same time. You will receive the same exit prompt.

RESET TO FACTORY DEFAULT

One feature included in the 8/20/2021 update is an option to Reset To Factory Default. The Control Center does not need to be actively running to perform the Reset To Factory Default, but the controller's firmware **must first be updated** before the controller can be Reset. The Reset to Factory Default can be done while the headset is connected to either the Xbox console or a PC.

PLEASE NOTE: This process will not remove any stored calibration data, but **will** completely reset/delete all of the button mapping and preferences set for every profile stored in the controller. If the Recon Controller needs to be recalibrated, please click [here](#) for full instructions

for that process.

To reset the controller to factory default, please do the following:

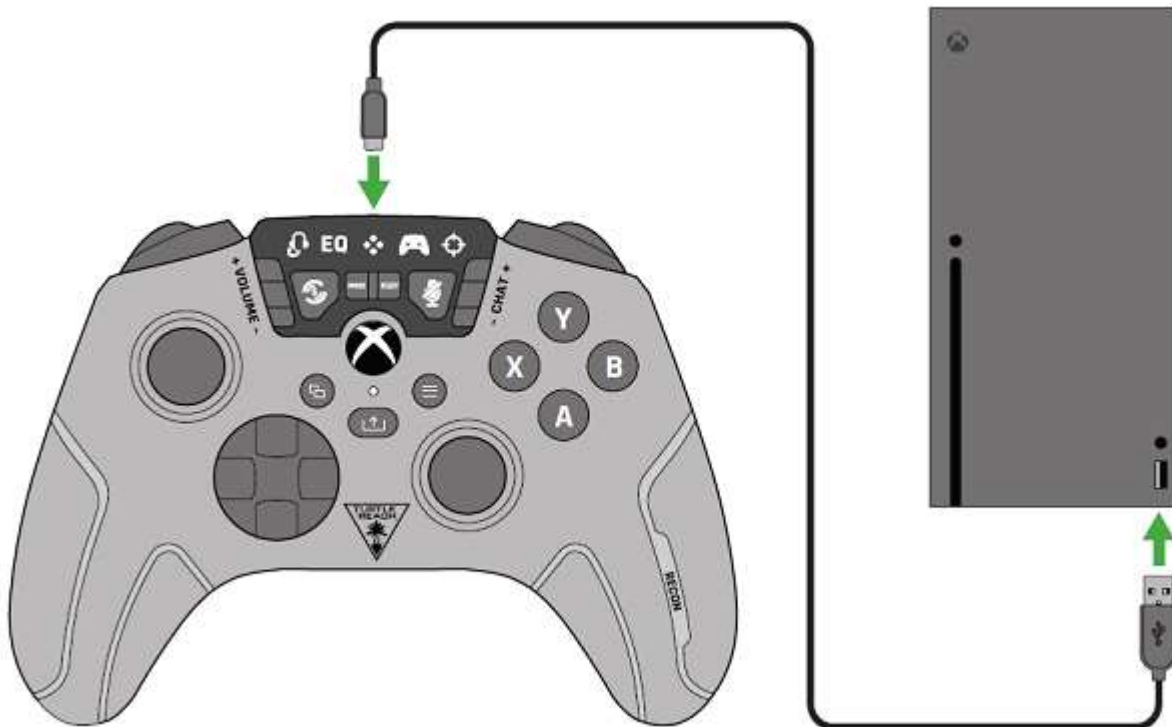
1. Connect the Type-C cable to the controller. Do not connect Type-A to the console or PC yet.
2. Press and hold down all ABXY face buttons; at the same time, connect the Type-A end to the PC or Xbox. Keep holding the buttons down after the controller is plugged in.
3. Do not release the buttons until all of the LEDs on the controller illuminate. Once all of the LEDs illuminate, release those buttons.

Your controller should now be factory reset.

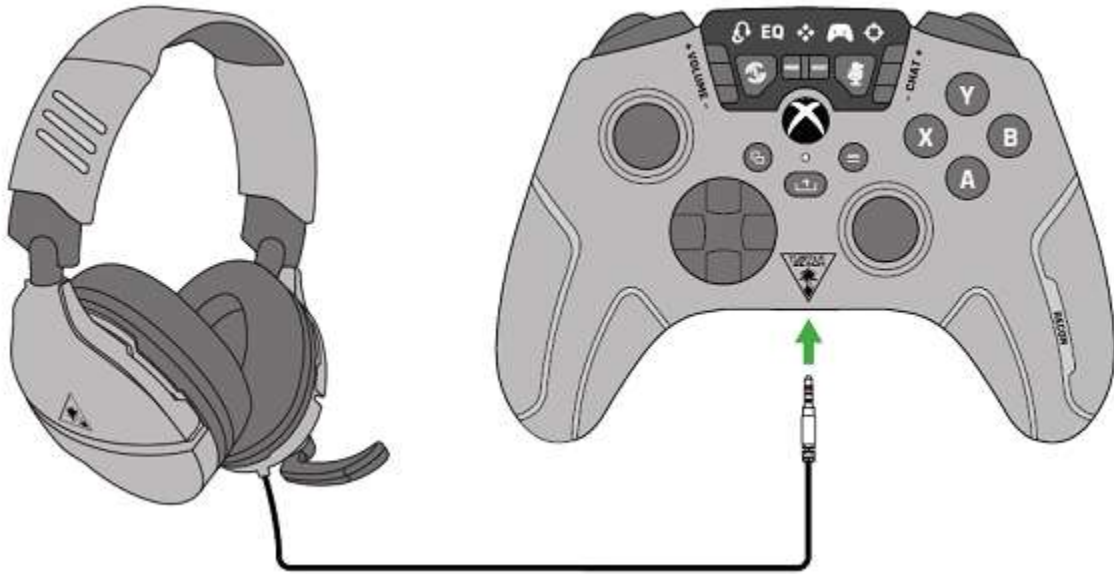
Recon Controller - Xbox Setup

To set up your Recon Controller for use with an Xbox, please do the following. Please note that the information in the following article applies to both the Xbox One console and the Xbox Series X|S consoles.

1. Plug the controller into the Xbox console, using the included USB cable.



2. If you're using a headset with the controller, plug the headset into the controller itself. Make sure the controller is assigned to the correct profile.



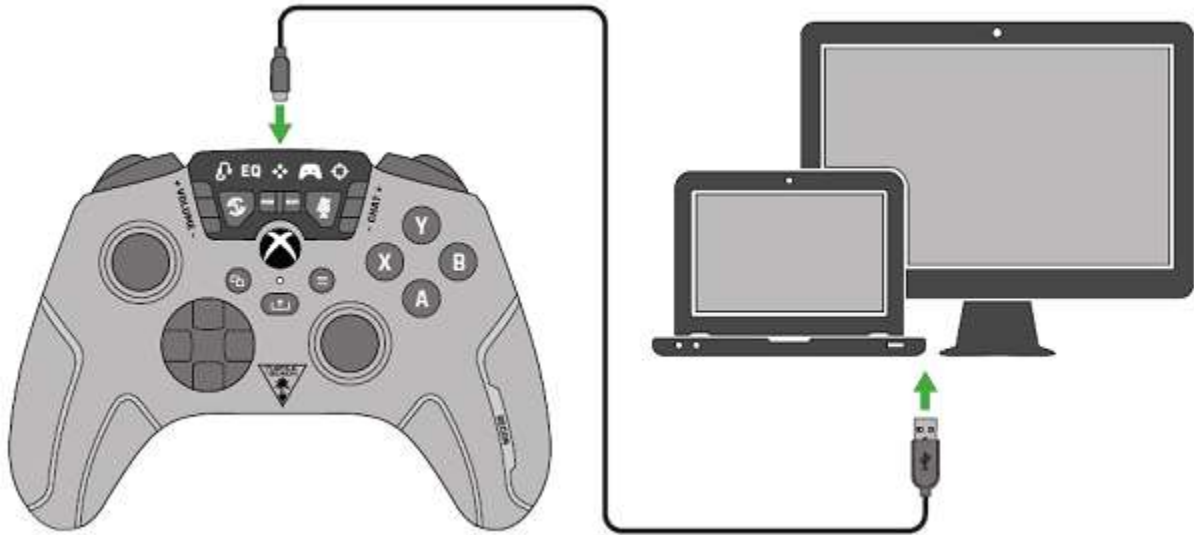
Please Note: When a 3.5mm headset is connected, the Volume, Chat, Mic Monitoring and Mic Mute controls on the Recon controller will alter the setting sliders on Xbox.

Recon Controller - PC Setup

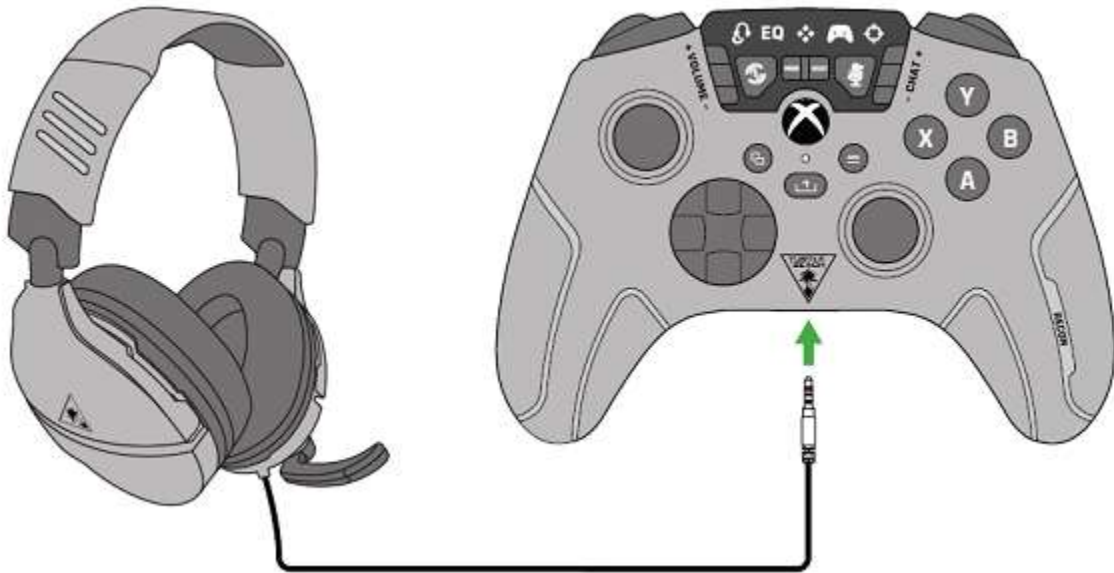
Please Note: The Recon Controller was designed to be used with an Xbox console or Windows 10. This controller is not compatible for use/cannot be used with a Windows 7 computer, and there are no alternate setups for Windows 7.

To set your Recon Controller up for use with a Windows 10 PC, please do the following.

1. Plug the controller into the computer with the included USB cable.



2. If you're using a headset with the controller, plug the headset into the controller itself.



Please Note: All features will work on PC, except for Chat Mix when 3.5mm headset is connected.

Recon Controller - Controller Drift

If you notice that the view of the game is moving when the controller itself isn't being touched, or that the controller is not responding as expected when the sticks are moved, you may need to

recalibrate the controller itself.

To recalibrate the controller, please do the following:

1. Connect the included USB cable to the controller. Do **not** connect the other end of the cable to the console or PC.
2. Press and hold the X Button and the D-Pad Up while connecting the cable to the PC/console.
3. Do not release those buttons until the controller is fully powered up/all of the LEDs on the controller illuminate. The white Xbox connection LED will flash.
4. Move each of the controller axes through their full range of motion:
 - 1.
 1. Left Stick: Left to Right
 2. Left Stick: Forward to Back
 3. Right Stick: Left to Right
 4. Right Stick: Forward to Back
 5. Left Trigger: Pull Back
 6. Right Trigger: Pull Back
5. Press both the Y button and D-Pad Down to end calibration. All controller LEDs should be lit.
6. Re-check the stick performance in the Controller Tester app.

This re-calibration should resolve any issues you may have with drifting. If you perform these steps, but still have drift issues, please contact our [support team](#) for further assistance.

Recon Controller - Quick Action Button Mapping

The Recon Controller has select buttons that can be re-mapped to serve different functions.



You can map any of the following controller buttons to the programmable Quick Action Buttons P1 and P2: **A/B/X/Y**, **Left Stick Click**, **Right Stick Click**, the **Digital Up/Down/Left/Right Pad**, the **LB** and **RB** buttons, and the **Left** and **Right Triggers**.

To do so:

1. First, make sure the Recon Controller is updated to the latest firmware, as indicated [here](#).
2. Once the controller is fully updated, select the profile you'd like to edit. Press the **MODE** button until the Button Mapping indicator lights up.



Then, press the **SELECT** button until your preferred profile number lights up.



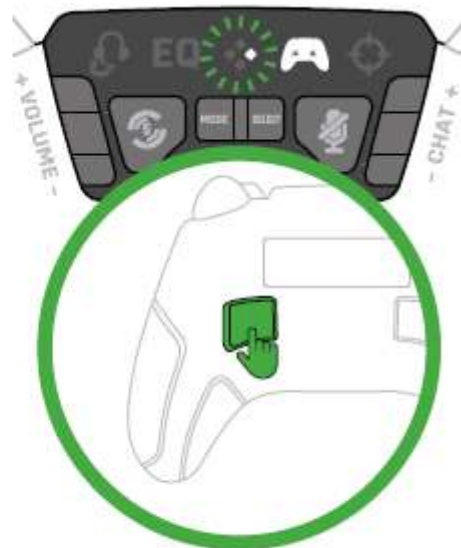
3. Activate Mapping Mode by holding the **SELECT** button down for 2 seconds. The profile lights will blink.



4. On the bottom of the controller, press the Quick Action button you'd like to map to.



LEFT GAUCHE



RIGHT DROIT

5. Then, select the button you'd like to map to that Quick Action button. The profile lights will blink again.



6. Save your assignment by holding the **SELECT** button down for 2 seconds. If the **SELECT** button is not held down for 2 seconds, your assignment **will not** be saved, and you **will not** be able to use your assignment.



PLEASE NOTE: New button mappings will override older ones. To delete a button mapping, repeat this process -- but when you reach Step 5, press the **Quick Action** button again.

https://support.turtlebeach.com/s/contactsupport?language=en_US&co=en_GB