



Title/Topic: Support Guide

Product: Victrix Pro KO Leverless Fight Stick – PlayStation

Date Issued: February 11, 2026

By Turtle Beach Technical Support

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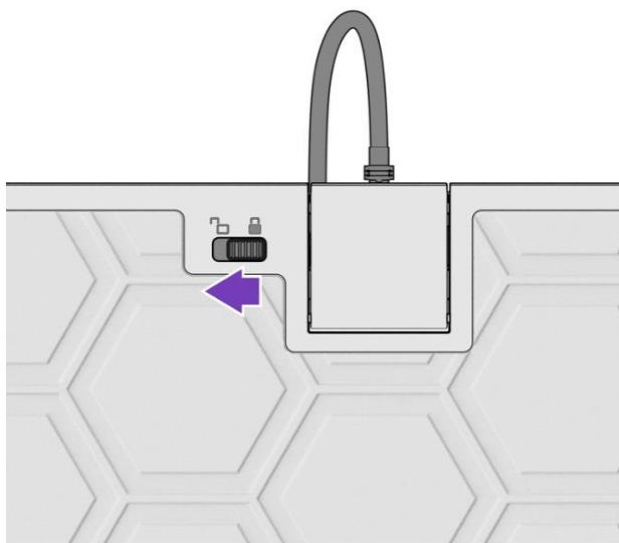
Package Contains

- Victrix Pro KO Leverless Fight Stick
- 3m Braided USB-C Cable
- Switch Puller Tool
- Protective Sleeve

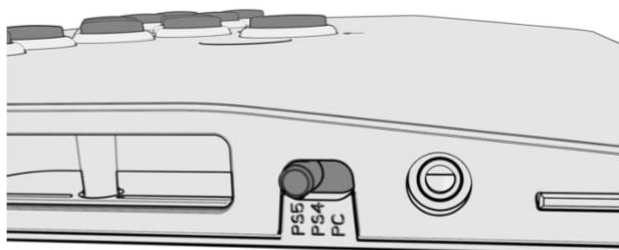
Quick Start Guide

1. CONNECTING THE PRO KO

1. Release the cable lock by sliding the switch on the back of the Pro KO to the left until the door opens

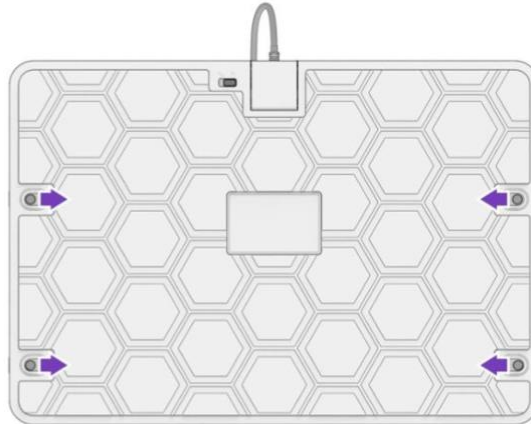


2. Insert the included USB-C Cable into the USB-C port on the Pro KO
3. Close the door to lock your cable in place (you do not need to slide the switch, just close the door)
4. Plug the USB-A end of the cable into your PS5 Console, PS4 Console, or PC
5. Ensure the Platform Mode Switch near the headset jack is in the correct position for the platform you're currently using (PS5, PS4, or PC)



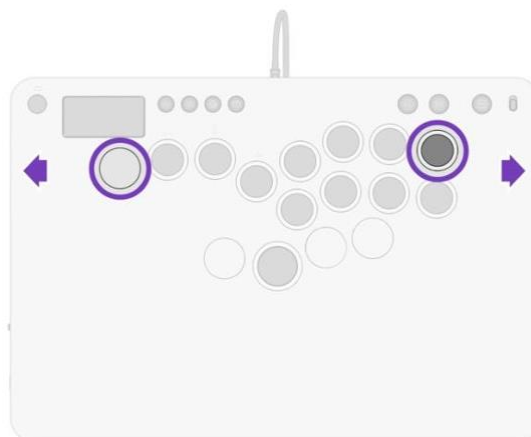
2. REMOVING THE TOP COVER

1. Slide all 4 security switches on the back of the Pro KO inward to release the locking tabs



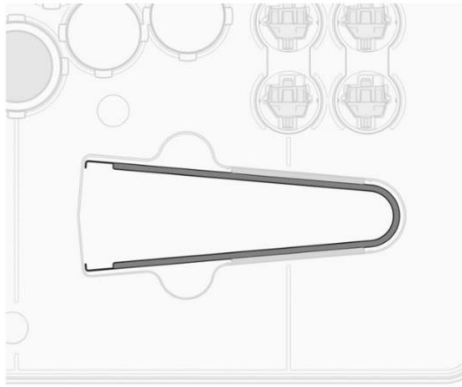
2. Put your thumbs on the 2 outmost buttons on the top of the Pro KO, grab both sides of the top plate with your pointer/middle fingers, and firmly pull up.

NOTE: Both the Left and Right side of the top cover need to be pulled up simultaneously to remove the top cover.

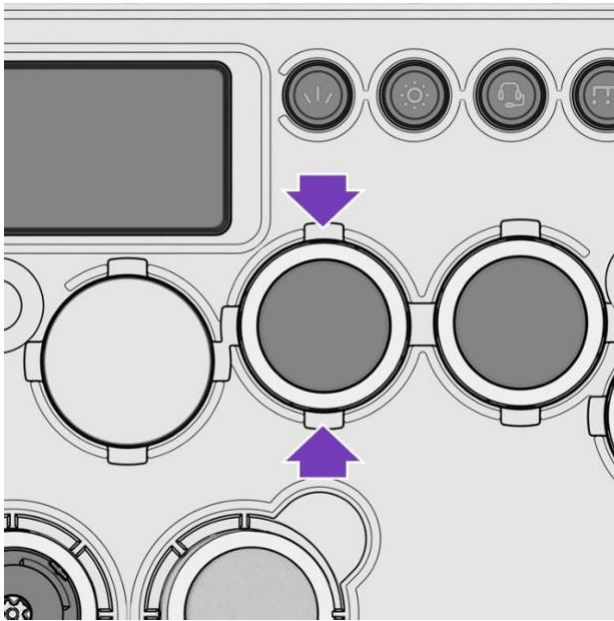


3. SWAPPING BUTTONS

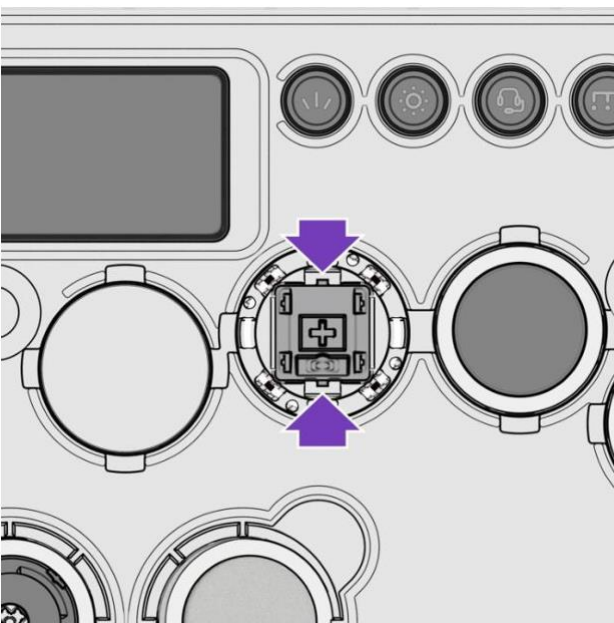
- A. Remove Top Cover
- B. Locate and remove the Switch Puller from its storage location



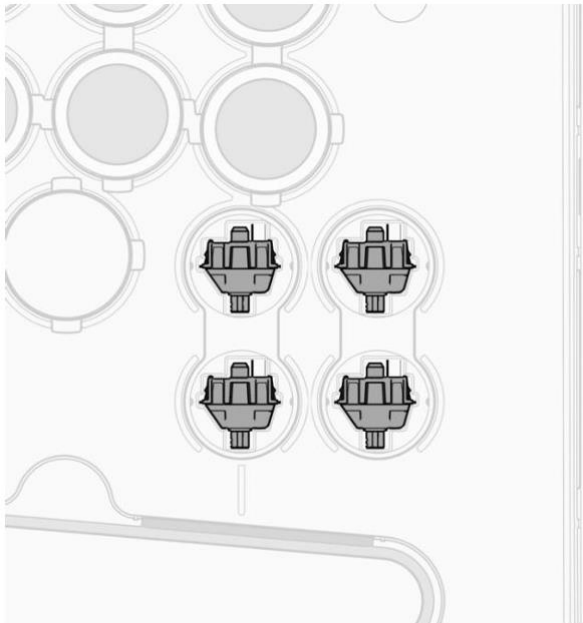
- C. Place the Switch Puller around the debossed area of the Light Ring on the button you wish to change, and firmly pull up



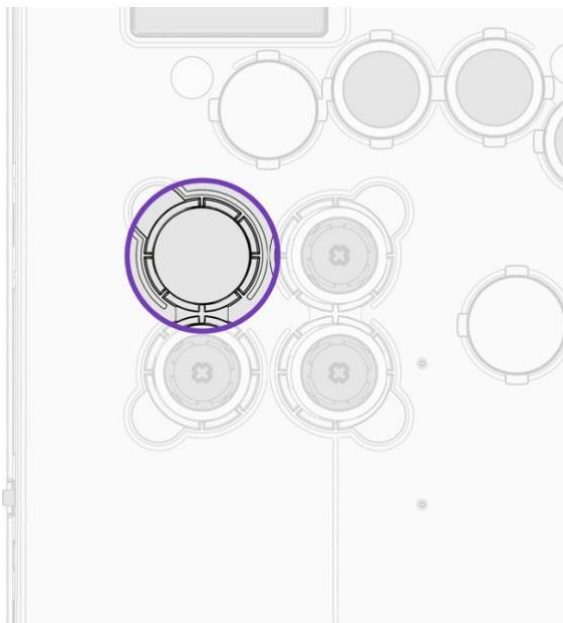
- D. Remove the Button Cap with the Switch Puller
- E. Remove the Switch by placing the Switch Puller around the debossed area and firmly pull up



- F. Place the Switch in the dedicated storage area, being mindful to avoid damaging the metal contact pins under the switch.



- G. Remove the aluminum Button Plug from the storage area and snap it into place of the Switch that was just removed



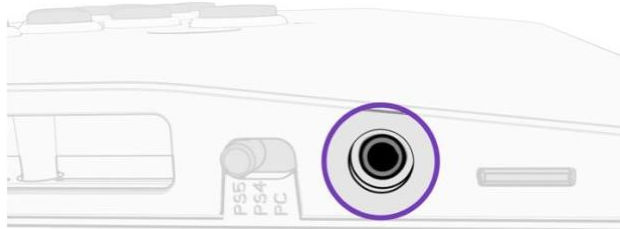
- H. Place the Button Cap upside down in the storage area to secure it
- I. Place the Light Ring feet into the holes around the upside-down Button Cap to secure in place.

4. ADDING BUTTONS

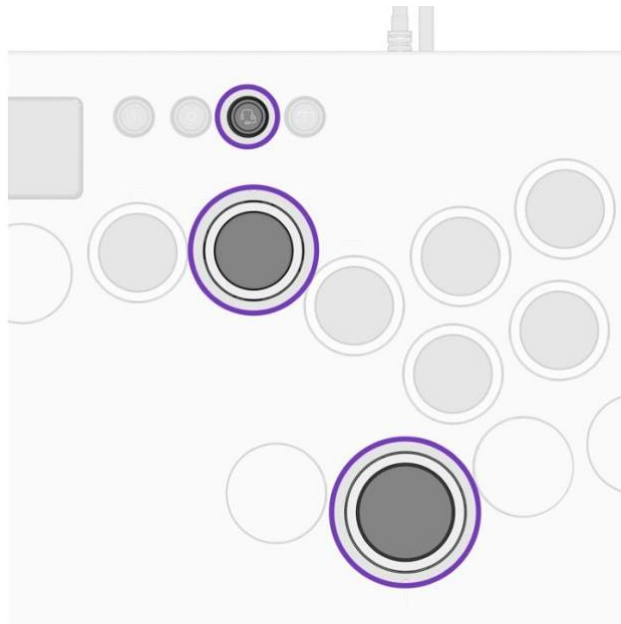
- 1. Remove Top Cover
- 2. Locate and remove the Switch Puller Tool from its storage location
- 3. Place the Switch Puller around the aluminum Button Plug you wish to remove, and firmly pull up.
- 4. Locate the additional Switch from the storage area and take note of the pin placement on the bottom of the Switch to carefully align the pins when inserting into the Pro KO.
- 5. Locate the Button Cap from the storage area, align and press it onto the Switch.
- 6. Locate the Light Ring from the storage area, place it over the Button Cap, align the feet and firmly press into place.

5. AUDIO CONTROLS

- A. Plug a headset into the 3.5mm Headset Jack on the left side of the Pro KO



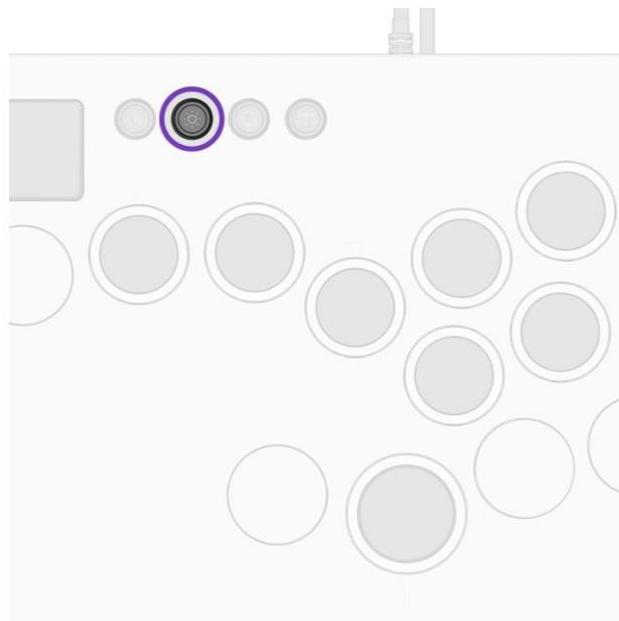
- B. Hold the Audio Button and push the UP or DOWN Direction Buttons to adjust the volume Up or Down.



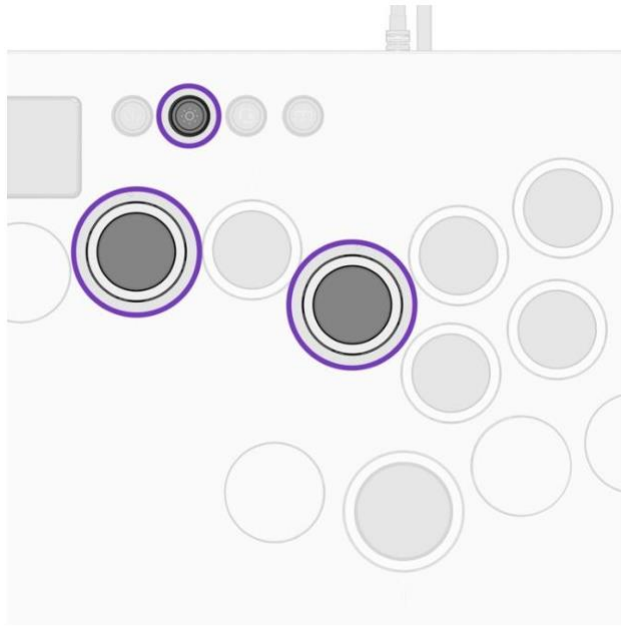
- C. Double Tap the Audio Button to Mute/Unmute your mic. An audible tone will play to indicate the mic has been muted or unmuted.

6. LIGHTING CONTROLS

- A. Tap the Lighting Button to cycle between 4 preset Lighting Modes.
- Static → Breathing → Prismatic → OFF

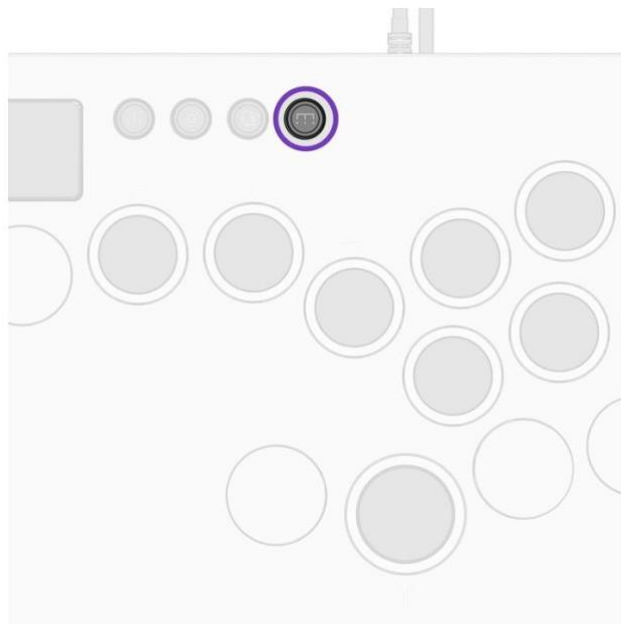


- B. Hold the Lighting Button and hold the LEFT or RIGHT Direction Buttons to select the LED color (only when in Static or Breathing Modes).



7. MAPPING ADDITIONAL BUTTONS

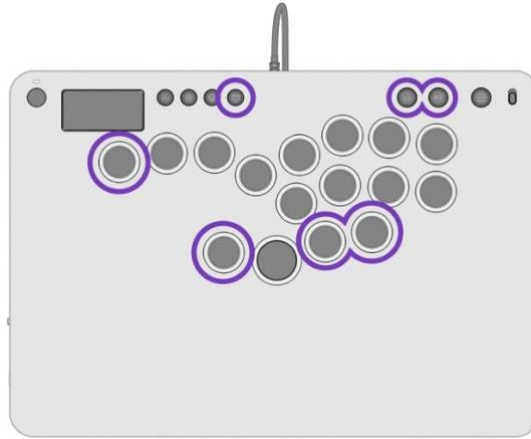
- A. Hold the Function Button and press the desired button to be mapped
- The LED on the button being mapped will start blinking white



- B. Press the button you want the new button to be mapped to

- The LEDs will blink quickly a few times indicating successful mapping

NOTE: Only the 4 additional buttons and the L3 / R3 Buttons can be remapped

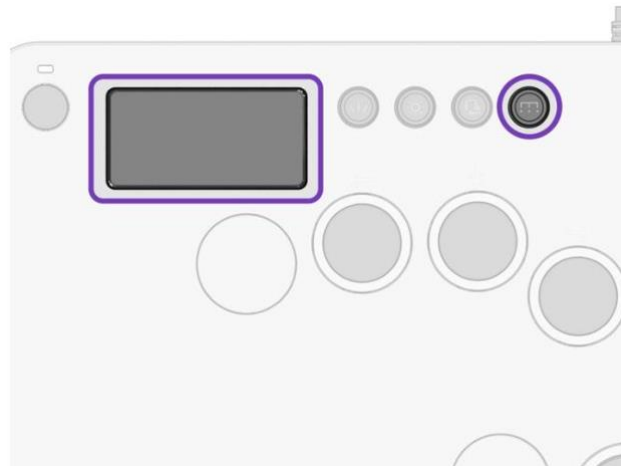


8. DISABLING ADDITIONAL BUTTONS

- A. Hold the Function Buttons and double tap the button you wish to disable
 - The LEDs will quickly blink a few times indicating it has been disabled
 - Only the 4 additional buttons can be disabled
 - Performing this process on the L3 / R3 Buttons will reset to default (L3 / R3)

9. SOCD CLEANING

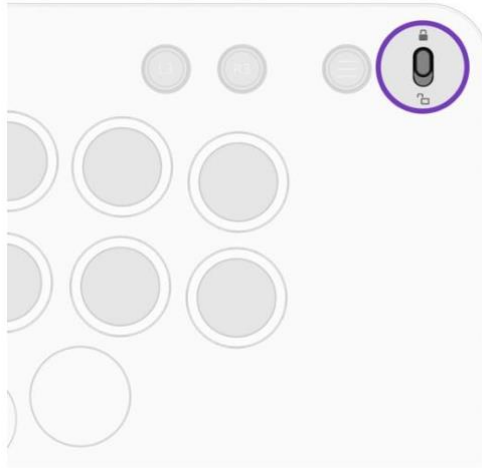
- A. Press and hold the Function Button, then press and release the Touch Pad Button to toggle between 2 SOCD Modes.



- B. The UP and DOWN Direction Button LEDs will quickly blink to indicate the selected mode
 1. BLUE LED: Neutral SOCD (UP + DOWN = Neutral, LEFT + RIGHT = Neutral) a. This is the default mode
 2. RED LED: Up Priority SOCD (UP + DOWN = UP, LEFT + RIGHT = Neutral)

10. TOURNAMENT LOCK MODE

- A. The Tournament Lock Switch disables all buttons on the upper menu bar (PS Button, TOUCH PAD, CREATE, LIGHTING, AUDIO, FUNCTION, L3, R3, and OPTIONS Buttons) to prevent accidental presses and disqualification during tournaments.
- B. Slide the Tournament Lock Switch UP to the lock position to disable the menu bar buttons or slide the switch DOWN to the unlocked position for normal operation.

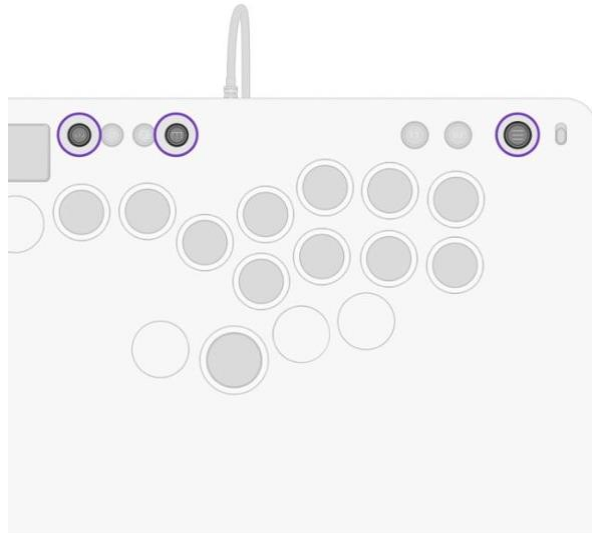


11. DIRECTION BUTTON MODE

- A. The Direction Buttons are set to D-Pad input by default
- B. To change the Direction Buttons to act as Left Analog Stick, hold the Function Button and press the LEFT Direction.
 - The 4 Direction Buttons will flash green to indicate Left Analog Stick Mode
- C. To change the Direction Buttons to act as Right Analog Stick, hold the Function Button and press the RIGHT Direction.
 - The 4 Direction Buttons will flash red to indicate Right Analog Stick Mode
- D. To change the Direction Buttons back to the default D-Pad input, hold the Function Button and press the UP or DOWN Direction.
 - The 4 Direction Buttons will flash blue to indicate default D-Pad Mode

12. FACTORY RESET

- A. To perform a Factory Reset of your Pro KO, simultaneously press and release the CREATE, FUNCTION, and OPTIONS buttons.



- B. The LEDs will flash to Prismatic Mode before returning to default Static Purple to indicate a successful reset

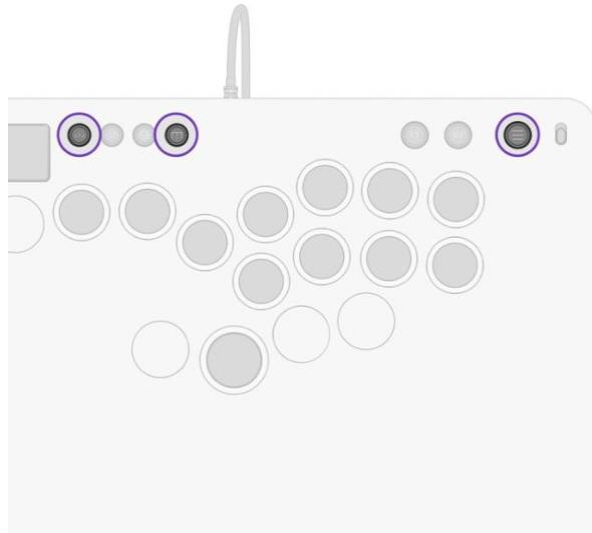
NOTE: Performing the Factory Reset will reset your lighting configuration, audio settings, button mapping, SOCD cleaning mode, and your direction button mode.

Troubleshooting

FACTORY RESET

We recommend doing a factory reset when you're experiencing issues with inputs, lightning and audio issues, as well as checking for firmware updates on the [Victrix Control Hub app](#).

- A. To perform a Factory Reset of your Pro KO, simultaneously press and release the CREATE, FUNCTION, and OPTIONS buttons.



- B. The LEDs will flash to Prismatic Mode before returning to default Static Purple to indicate a successful reset

NOTE: Performing the Factory Reset will reset your lighting configuration, audio settings, button mapping, SOCD cleaning mode, and your direction button mode.

What do I do if a button isn't responding correctly?

- First, we recommend downloading the [Victrix Control Hub app](#) to make sure the firmware is up to date.
- If the issue persists, please change the hot swappable Cherry MX Speed Silver RGB switches with one of the spare switches included to isolate the issue.

Victrix Control Hub App Compatibility Error

If you are running into a driver compatibility error while trying to access the Victrix Control Hub app for your PlayStation Pro KO Leverless Fight Stick or Pro BFG Controller, this indicates that a third-party software or service is blocking the connection between Software and Hardware.

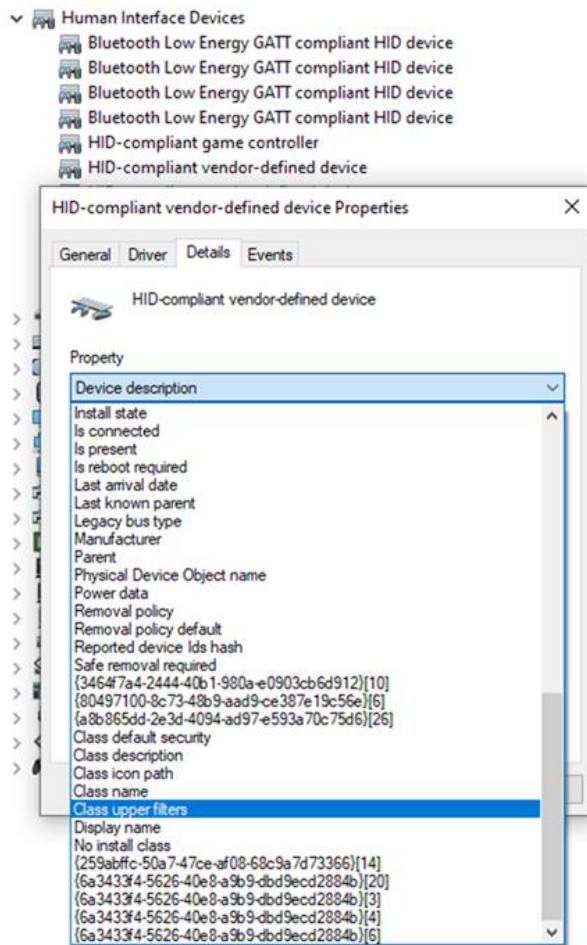
This does not indicate any issue with the controller itself.

Below there are steps you can take to possibly narrow and resolve this error you are seeing. If the error persists, we recommend trying to use another PC to access and update your controller:

- [Victrix.zip file.](#)
 - This will automatically set a registry entry and stop services that commonly interfere with our software.
 - Right-click on the link above → choose "Extract All...".
 - Select the destination folder where you want the files to be unpacked.
 - Click Extract, and the contents will appear in that folder.
 - Run the **Victrix.bat** with Right-click on the file, then select “**Run as administrator**” from the context menu. If prompted by User Account Control (UAC), click **Yes**.
 - Power cycle the Victrix Pro BFG.
 - Launch the app.
 - In order to re-start the services you can either restart your PC or proceed with the above steps to run the Re-start **Service.bat** file.
- **Third-party app conflicts.**
 - Third-party apps can interfere with device access, so if issues persist after running the Batch file, please proceed with a cleanboot which will deactivate third party programs and services as described here: <https://support.microsoft.com/en-us/topic/how-to-perform-a-clean-boot-in-windows-da2f9573-6eec-00ad-2f8a-a97a1807f3dd>
 - If Steam is installed, try to go into the settings to deactivate the auto launch feature for computer start up. Then restart the computer without this program launched and retry step
 - Certain apps like DS4Windows, reWASD, etc.. may need to be fully removed from the PC to remove error.
- **Windows Device Manager.**
 - If issues still persist, check the Windows Device Manager to ensure that all drivers are installed and loaded properly. A yellow "warning" icon indicates a driver issue.
- **Windows Safe Mode.**
 - Compatibility issues are likely to occur in Safe Mode and, more generally, any situation in which the standard USB drivers do not load.

There are additional steps to narrow the filter driver that may cause this error. To check for upper/lower filter drivers:

- Press the Windows key + X and select Device Manager.
- In the Device Manager, expand the "Human Interface Devices" category.
- Right-click on the HID device you want to check and select Properties.
- Go to the "Details" tab.
- In the "Property" drop-down menu, select "Lower Filters" (or “Class lower filters”) or "Upper Filters" (or “Class upper filters”).
- If the value of the selected property is "None", then no filter drivers are installed. If there is a value present, then a filter driver is installed and this is an indication of incompatibility with the app.



If you are still experiencing this error message, we recommend using another PC to try and access the app for this update.

Frequently Asked Questions

What type of switches can I use on my Pro KO?

- You can use most hot swappable low-profile switches with the Pro KO.

What tpe of cable can I use with my Pro KO?

- We recommend using the provided USB-C braided cable, to power the Pro KO its necessary to use a high speed USB-C cable.

Can I get my Pro KO engraved?

- Yes, we do engrave fight sticks only in main event tournaments, please visit our booth in person for more details.

Do you sell spare parts for the Pro KO?

- Currently we don't have spare parts available for the Pro KO.

Where can I check for firmware updates for my Pro KO?

- You can download the [Victrix Control Hub app](#) to check for the latest firmware and customize your fight stick in different ways.