

Power

- [How to Access the POWER Menu](#)

1. To display the POWER Menu, press and hold the POWER button for at least three seconds.
 - You can choose to power off the Nintendo Switch or set it to Sleep Mode.

After ten seconds of inactivity while the POWER Menu is being displayed the console will enter Sleep Mode.

2. To exit the POWER Menu, press the B or HOME button.

- [How do I turn the Nintendo Switch console off?](#)

It's recommended that you put the console into sleep mode when you stop playing. This will reduce battery consumption and will allow you to quickly resume playing.

Other ways to enter/exit sleep mode

If you want to turn the console off completely, do the following:

1. Hold the Power button for three seconds to open the Power Menu.
2. Select "Power Options" and then "Power Off".

Make sure you save your progress in a game before turning off the power. Any unsaved progress will be lost.

- [The Nintendo Switch console won't turn on](#)

- Has the battery run out? Try charging the console.
- The console may be frozen.
 - There is a chance that the console has frozen with a black screen. Look at the console in a darkened room and see if any light is coming from the screen. If so, the console has frozen. Hold the POWER Button for 12 seconds or more to turn the console off.

Then, press the POWER Button to turn the console on again.

- [Console Cannot Be Charged or the Charge Doesn't Last Very Long](#)

The Nintendo Switch console does not seem to charge, or the battery charge continues to go down despite being connected to the AC adapter.

The console battery does not last very long despite charging for several hours.

Additional Information:

The Nintendo Switch console takes approximately 3 hours to fully charge when the console is powered off or in sleep mode. Charging time will be longer if the console is in use.

When fully charged, the battery duration for the console can last approximately 3 hours. This will vary depending on the software application and functions being used.

What to Do:

1. Power off the console and reset the AC adapter by unplugging it from both ends. Leave the AC adapter unplugged for at least 30 seconds.
 - While it is unplugged, verify that the original Nintendo Switch AC adapter is being used (model No. HAC-002).
 - If a different power source is being used, or if the original AC adapter is damaged, replacing it with the official Nintendo accessory may resolve the problem.

2. Connect the original AC adapter to the console and then directly to a wall outlet.
 - When the AC adapter is first plugged into the console, the LCD screen will power on and the battery charging indicator will be displayed on the upper right corner of the screen.
 - *If the battery charge on the console is almost depleted when the AC adapter is first plugged in, the screen will remain off and a charging indicator will be momentarily displayed on the top left corner of the LCD screen. Allow the console to charge for at least 15 to 30 minutes, then press the POWER Button to boot it up.*

Situation Not Resolved:

If the battery charge does not last very long once the AC adapter is removed, then there could still be an issue with the console or with the AC adapter. If possible, test the console using a second Nintendo Switch AC adapter.

If the console battery charges correctly while using another AC adapter, then the original Nintendo Switch AC adapter will need to be replaced. Please [contact](#) Nintendo Customer Service for further assistance.

If the console will still not hold a charge even while using a different AC adapter, or if another AC adapter is unavailable, the Nintendo Switch console will need to be repaired. For testing

purposes, please include the original AC adapter. Please [contact](#) Nintendo Customer Service for further assistance.

- [The Nintendo Switch console gets hot](#)
- Are you using the console in a place that may be too hot?
→If the surrounding temperature is too hot, the console may overheat. The console should be used in a place where the temperature is between 5 and 35°C. Stop using the console if it becomes too hot while playing in handheld mode, as this may lead to skin burns.

The console may become hot during charging or when it's being used in TV mode, but this is normal and should not be considered a defect.

- [The Console Has No Power, Has a Blank Screen, or Won't Wake Up From Sleep Mode](#)

The information in this article can help you when:

- A Nintendo Switch system will not power on.
- The LCD screen is blank while in handheld mode or tabletop mode.
- After placing the system in sleep mode, it will not wake up when the POWER or HOME Buttons are pressed.

Note: Nintendo Switch systems do not have a power light.

Switch Lite

1. What to do

1. Hold down the POWER Button for twelve seconds to force the system to shut down, then power it on again.

2. Reset the AC adapter by leaving it unplugged from both ends for at least 30 seconds.

- While performing this step, verify you are using the Nintendo Switch AC adapter (**model No. HAC-002 (AUS)**) and check for any cuts, kinks, frayed cables, etc.
- If any damage is found, or if a different charger is being used, replacing it with the correct accessory may resolve the problem.

3. Connect the AC adapter to the system and **directly** to a wall outlet.

What is displayed on the LCD screen?

- The Entrance Screen

If the Entrance Screen is displayed, allow the system to charge and ensure that the latest system update is installed.

- Only the Battery Charge Indicator

a) If the battery charge on the system is nearly depleted when the AC adapter is first plugged in, the screen will remain off and a charging indicator will be momentarily displayed on the top left corner of the LCD screen. Allow the system to charge for at least 15 to 30 minutes, then press the POWER Button to boot it up.

b) Once booted up, ensure the system has the latest system update installed.

Still not resolved:

If the issue is still not resolved hold down the POWER Button for twelve seconds to force the console to shut down, then power it on again.

If the LCD screen still did not turn on the Nintendo Switch system will need to be repaired. For testing purposes, please include the original AC adapter. Please [contact](#) Nintendo Customer Service for further assistance.

- The Screen didn't Power on or it Remains Blank:

Hold down the POWER Button for twelve seconds to force the system to shut down, then power it on again.

LCD has now turned on:

Allow the system to charge for at least thirty minutes, then ensure that the latest system update is installed.

LCD has not turned on:

Nintendo Switch system will need to be repaired. For testing purposes, please include the original AC adapter. Please [contact](#) Nintendo Customer Service for further assistance.

[Frequently Asked Questions](#)

- [How to Enable/Disable the Console Button Input](#) **Important:**
- This setting is on by default and is available for Nintendo Switch Lite only. It is not compatible with the Nintendo Switch system.
- This setting can be turned off only when there is a wireless controller paired to the system.

Additional Information:

- When this setting is turned off, the console will stop receiving inputs from the console buttons, and it will only receive inputs from a paired wireless controller.
- This setting will be turned back on automatically when the console is restarted, or after returning from sleep mode.

Complete These Steps:

1. From the HOME Menu, select **System Settings**.
 2. Navigate to the **Controllers and Sensors** section, then select **Console Button Input**. This setting will be turned off.
- Select this option again to turn it back on.
 - [Can I change my friend code?](#)
 - To change your friend code, select System Settings from the HOME Menu, then select "User". Pick the relevant user, then select Friend Settings ⇒ Reissue Friend Code. Changing your friend code will not affect your friend list or blocked-user list.

- [off?](#)

Select System Settings from the HOME Menu, then "User". Choose the relevant user and select "Friend Settings". You can then disable friend requests under "Receive Friend Requests".

- [Can I change my friend code?](#)
- [How to Enable/Disable the Console Button Input](#) [How do I reset the keyboard's predictive text suggestions?](#)

- You can clear the predictive text suggestions by resetting the keyboard. To reset the keyboard, open System Settings on the HOME Menu, then select System ⇒ Formatting Options ⇒ Reset Keyboard.
- Select the user you'd like to reset the keyboard for, then follow the on-screen instructions.

- [I can't take screenshots or the Capture Button doesn't work](#)
- Is the message "Unable to take a capture now." displayed?
→It may not be possible to take screenshots in all software, and in some software screenshots may only be possible at certain times.
- Is the controller connected to the Nintendo Switch console?
→Please check if other buttons on the controller are working. If not, refer to (link to "The controllers are not recognised by the console." in the FAQ).
- [Where can I go for important information about my Nintendo Switch console?](#)
- Please read the [Important Information](#) booklet included with your Nintendo Switch console.

Console Cannot Be Charged

[Support](#) | [Nintendo Switch](#)

Description:

- The Nintendo Switch console does not seem to charge, or the battery charge continues to go down despite being connected to the AC adapter.
- The console battery does not last very long despite charging for several hours.

Additional Information:

- When the Nintendo Switch console is fully [charged](#), the battery can last approximately 3 hours. This will vary depending on the software application and functions being used.
- If the battery is able to charge but the charge does not last very long once the AC adapter is removed, [click here](#).
- If the battery charge indicator is not displaying correctly, for example, you are able to play for several hours even though the battery charge remains at 1%, [click here](#).

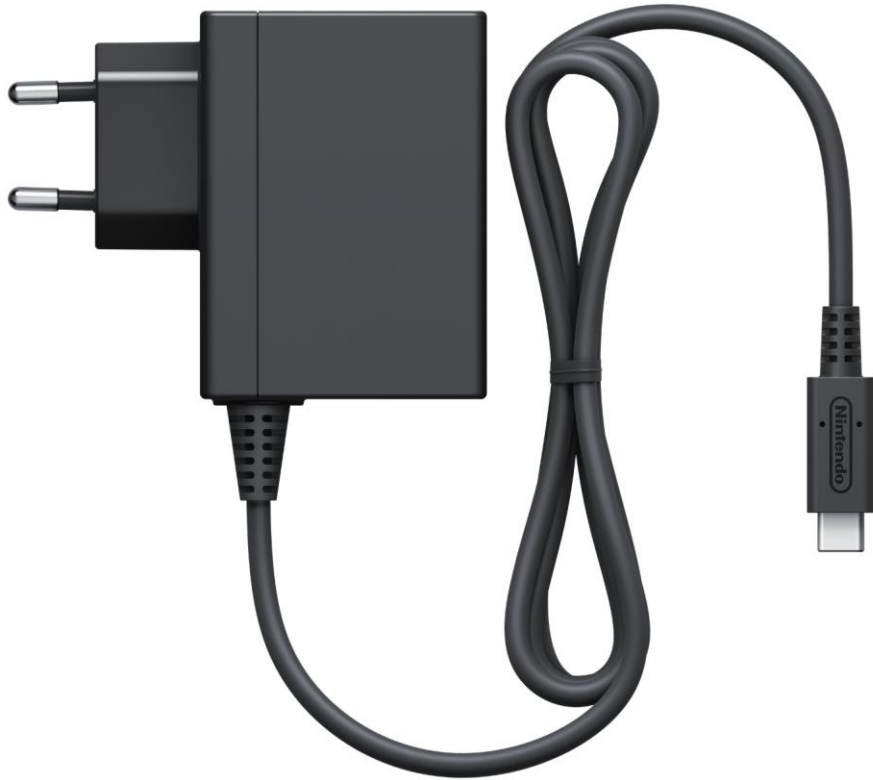
What to Do:

[Nintendo Switch](#)

[Nintendo Switch Lite](#)

1. [Power off](#) the console and reset the AC adapter by unplugging it from both ends. Leave the AC adapter unplugged for at least 30 seconds.

- While it is unplugged, verify that the original Nintendo Switch AC adapter (model HAC-002) is being used.



- If a different power source is being used, or if the original AC adapter is damaged, replacing it with the official Nintendo accessory may resolve the problem.

2. Connect the original AC adapter to the console and then directly to a wall outlet (not to a power strip). If possible, try different wall outlets in different areas.



- When the AC adapter is first plugged into the console, the LCD screen will power on and the battery charging indicator will be displayed on the upper-right corner of the screen.



- If the battery charge on the console is almost depleted when the AC adapter is first plugged in, the screen will remain off and only a charging indicator will momentarily be displayed on the top-left corner of the LCD screen. Allow the console to charge for at least 15 to 30 minutes, then hold the [POWER Button](#) for a

few seconds to boot it up.



When the AC adapter is first connected to the console, what is displayed on the LCD screen?

[The charging indicator is displayed on the LCD screen](#)

[The console is powered on but it is not charging There is no power and the screen is blank](#)

The Battery Charge Does Not Last Very Long

Description:

The Nintendo Switch console can power on and is able to fully charge, but once the AC adapter is disconnected or once the Nintendo Switch console is undocked, the battery charge does not last very long.

Additional Information:

- The Nintendo Switch console takes approximately 3 hours to fully charge when the console is powered off or in sleep mode. Charging time will be longer if the console is in use.
- Learn more about the [battery duration for each console in the Nintendo Switch family](#).

- You may also find our information on the [battery charge indicator not displaying correctly after fully charging the console](#) helpful.
 - For example, you are able to play for several hours but the battery charge indicator remains at 1%.

Important:

As with most lithium-ion batteries, the console battery life will gradually decrease over time. After about 800 charge cycles, the console battery life will decrease to about 80% compared to the battery on a new console. This is normal and does not represent an issue with the console or with the battery.

What to Do:

If the console battery is able to fully charge, but the battery charge does not last very long per the aforementioned information, the Nintendo Switch console will need to be repaired.

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

The Battery Charge Indicator or Percentage Displays Incorrectly

Description:

- You are able to continue using the console for a few hours even though the battery charge indicator is almost depleted.

Additional Information:

- The Nintendo Switch console takes approximately 3 hours to fully charge when the console is powered off or in sleep mode.
- Learn more about the [approximate battery duration](#) for each console in the Nintendo Switch family.

Important:

The battery charge display will **not** be fixed immediately after performing the steps below only once. It will be necessary to repeat this process several times.

Complete These Steps:

1. Ensure the console has the latest [system version](#). The steps below apply to [system menu version 3.0.1 or higher](#).
2. Set the [Auto-Sleep mode to "Never"](#) for "Playing on Console Screen" and for "Connected to TV."
3. Connect the AC adapter directly to the console until the battery is fully charged.
 - If the battery charge indicator does not reach 100%, simply allow the console to charge for approximately three hours.
4. Once the battery is fully charged, leave the console alone for one hour with the AC adapter still connected to it.
5. Afterward, disconnect the AC adapter and allow the console to display the HOME Menu for approximately three to four hours.
 - The remaining battery life must be depleted as much as possible.
6. Once the battery charge is almost depleted, [power off](#) the console and leave it alone for at least 30 minutes.
7. Repeat steps 2 through 6 several times.
 - The battery charge indicator will improve gradually by repeating this process several times.

Situation Not Resolved:

If the issue persists, and there is no gradual improvement attempting these steps several times, the Nintendo Switch console may need to be repaired.

Joy-Con Control Sticks Are Not Responding or Respond Incorrectly

The information in this article can help you when the control stick on a Joy-Con controller drifts or does not respond correctly.

Important:

- These steps may fix your issue. If your problem isn't resolved, you can [set up a repair](#) for affected Joy-Con controllers.
- Prior to troubleshooting a controller, **we strongly recommend you verify that [the control stick configuration is set to the standard inputs](#)**.
- You can tell that a controller's inputs have been remapped because throughout different menus, a wrench icon will be displayed beside the in-use controller in the bottom-left corner of the console screen.



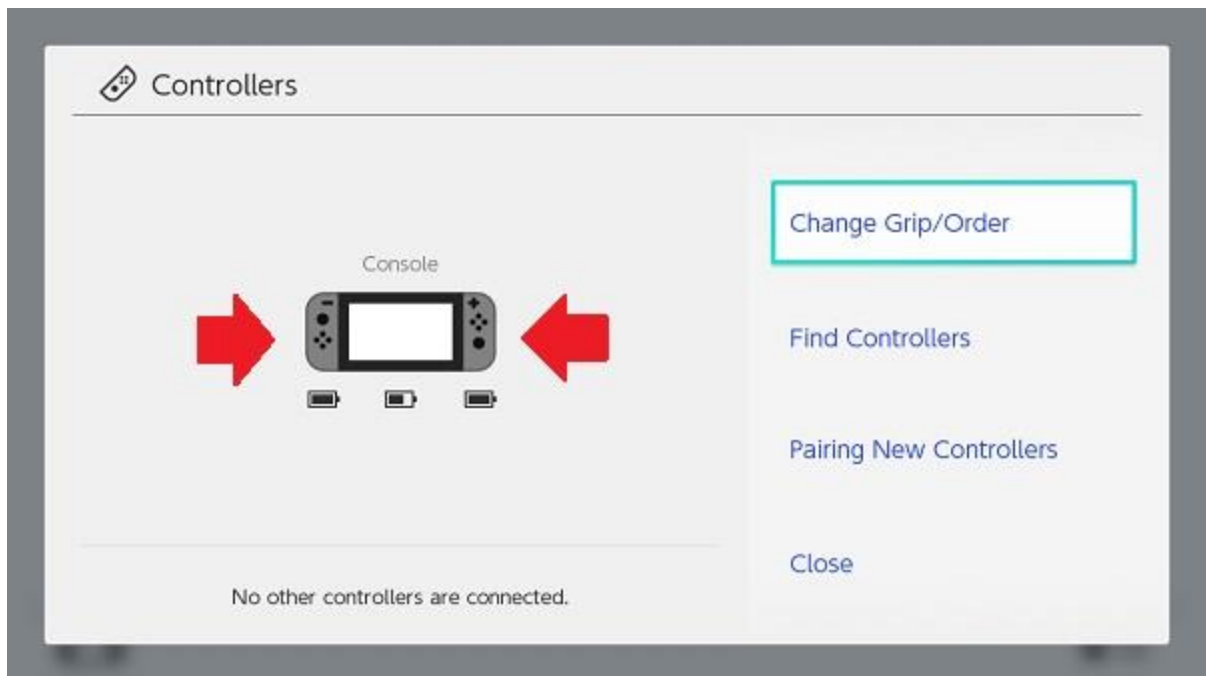


- If you don't know or remember the custom configuration for your controller, you can [put the console into sleep mode](#). Upon waking up the console, you'll have the [option to reset the controller inputs](#).
- If the control sticks on a Nintendo Switch Lite system are not responding correctly, see [Control Sticks Are Not Responding on Nintendo Switch Lite](#).

Note: Joy-Con controllers cannot be attached to a Nintendo Switch Lite system. However, they can be used as wireless controllers with Nintendo Switch Lite.

What to do

1. With the Joy-Con controllers [attached](#) to the console, verify that they register correctly as attached within the Controllers screen, accessible from the HOME Menu.



- If the Joy-Con controllers are not registering correctly on the console, please read [Joy-Con Not Recognised or Not Registering While Attached to the Console](#).
2. Ensure your console has the latest [system update](#).
3. Ensure the Joy-Con controllers have the latest [controller firmware](#) installed.
4. Remove any skins or covers, if any, from the problematic controllers, and [calibrate](#) the control sticks.
5. If the issue is occurring with a specific game or application, try the following:

- Check for any available [software updates](#) for that game.
- Check the electronic manual for that game. Some games, such as Mario Kart 8 Deluxe, support in-game tilt controls. If these are activated, it may seem as if the control sticks are not responding correctly. If this is the case, the [in-game tilt controls may need to be deactivated](#).

Situation not resolved

- If the control sticks cannot be calibrated, the non-working Joy-Con controller(s) will need to be repaired. Do not send in the console.
- If the Joy-Con controllers register correctly as being attached to the console but the control sticks are not responding correctly, the non-working controller(s) will need to be repaired. Do not send in the console.

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- These steps may fix your issue. If your problem isn't resolved, you can [set up a repair](#) for affected Joy-Con controllers.
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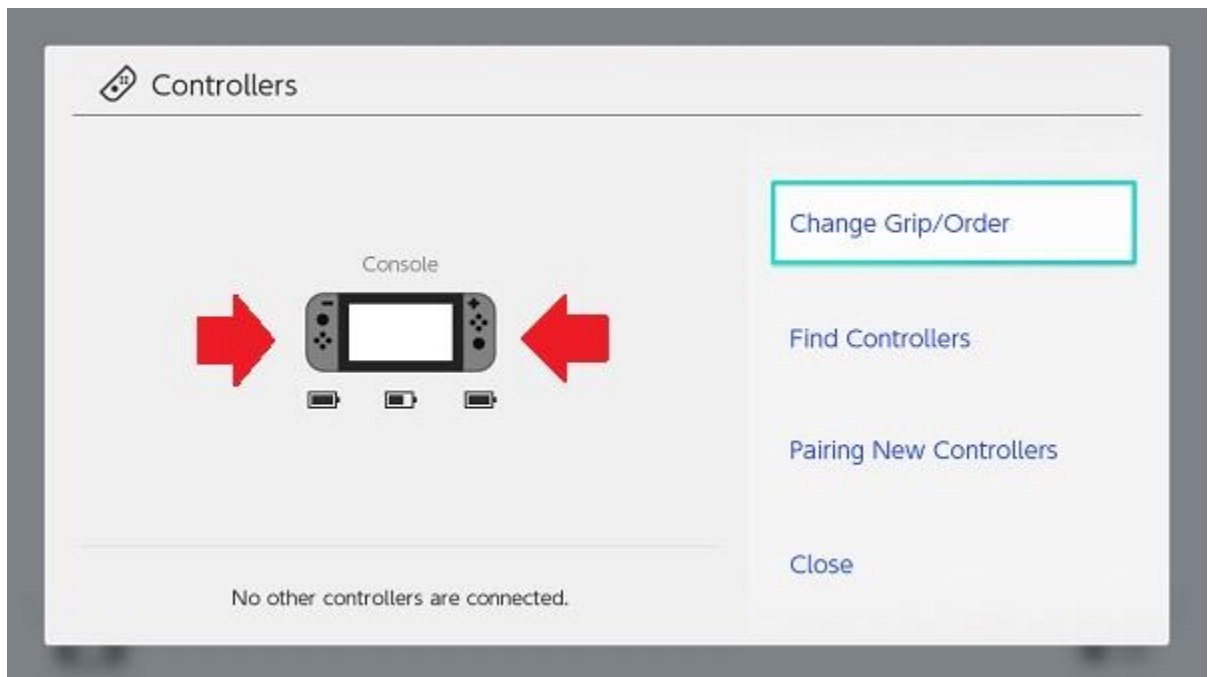
- If you don't know or remember the custom configuration for your controller, you can [put the console into sleep mode](#). Upon waking up the console, you'll have the [option to reset the controller inputs](#).

- If the control sticks on a Nintendo Switch Lite system are not responding correctly, see [Control Sticks Are Not Responding on Nintendo Switch Lite](#).

Note: Joy-Con controllers cannot be attached to a Nintendo Switch Lite system. However, they can be used as wireless controllers with Nintendo Switch Lite.

What to do

1. With the Joy-Con controllers [attached](#) to the console, verify that they register correctly as attached within the Controllers screen, accessible from the HOME Menu.



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Situation not resolved

- If the control sticks cannot be calibrated, the non-working Joy-Con controller(s) will need to be repaired. Do not send in the console.
- If the Joy-Con controllers register correctly as being attached to the console but the control sticks are not responding correctly, the non-working controller(s) will need to be repaired. Do not send in the console.