Joy-Con Controller Buttons Are Not Responding While Attached

Description:
The buttons on the Joy-Con controller do not respond or respond incorrectly while they are attached to the Nintendo Switch console.

Additional Information:
The button test feature on the console is not available for the following buttons:

- POWER
- Volume
- HOME
- SYNC
- Capture

What to Do:

1. Check if the non-responsive buttons feel sticky or stuck down.
2. If any are sticky or stuck, power off the console and clean the area around the problematic buttons using a soft, dry toothbrush.
   - Avoid using any cleaners or fluids.
3. Ensure your console has the latest system update.
   - If the console is already up to date, restart it by holding down the POWER Button for three seconds, and select "Power Options" > "Restart."

Joy-Con Control Sticks Are Not Responding While Attached

Description:
The control sticks on the Joy-Con controller do not respond or respond incorrectly while they are attached to the Nintendo Switch console.

What to Do:

1. If the control sticks on the Joy-Con feel sticky or stuck down, click here.
2. If any skins or covers are being used with the problematic Joy-Con, remove them temporarily.
3. Calibrate the control sticks.

4. If the issue is occurring with a specific game, check for any available software updates for that game.
5. For optimal performance, ensure your console has the latest system update.

Joy-Con Not Responding or Responding Incorrectly When Used Wirelessly

Description:

- When using the Joy-Con controllers wirelessly, the characters seem to move on their own or do not respond correctly.
- When used wirelessly, the Joy-Con controllers respond intermittently.
- The Joy-Con controller appears to lose connection with the console.

What to Do:

Try these steps:

1. Ensure your console has the latest system update.
2. Ensure the Joy-Con controllers are charged.
3. Try to decrease the distance between the Joy-Con and the Nintendo Switch console.
4. Ensure that the Nintendo Switch console is placed to minimize interference with the Joy-Con. It is best if the Nintendo Switch console is placed out in the open and that it is not:
   - Behind a TV
   - Near an aquarium
   - Placed in or under a metal object
   - Pressed against a large amount of wires and cords
   - Within three to four feet of another wireless device, such as a wireless speaker or a wireless access point.
5. Check for possible sources of interference and turn them off. Interference can be caused by devices, such as:
   - Laptops, tablets, etc.

- Wireless headsets
- Wireless printers
- Microwaves
- Wireless speakers
- Cordless phones
- USB 3.0-compatible devices such as hard drives, thumb drives, LAN adapters, etc.

  In most cases it will be enough to move these devices three to four feet away from the Nintendo Switch console and/or Joy-Con controllers. However, if you continue to experience this issue, please power these devices off while using the Nintendo Switch console.

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- POWER
- Volume
- HOME
- SYNC
- Capture

What to Do:

1. Check if the non-responsive buttons feel sticky or stuck down.
2. If any are sticky or stuck, power off the console and clean the area around the problematic buttons using a soft, dry toothbrush.
   - Avoid using any cleaners or fluids.
3. Ensure your console has the latest system update.

- If the console is already up to date, restart it by holding down the POWER Button for three seconds, and select "Power Options" > "Restart."

Joy-Con Control Sticks Are Not Responding While Attached

Description:
The control sticks on the Joy-Con controller do not respond or respond incorrectly while they are attached to the Nintendo Switch console.

What to Do:

1. If the control sticks on the Joy-Con feel sticky or stuck down, click here.
2. If any skins or covers are being used with the problematic Joy-Con, remove them temporarily.
3. Calibrate the control sticks.
4. If the issue is occurring with a specific game, check for any available software updates for that game.
5. For optimal performance, ensure your console has the latest system update.

Problems with Download Codes (Software, DLC, and Themes)

, Wii U Deluxe, Wii U Basic, New Nintendo 3DS, New Nintendo 3DS XL, New Nintendo 2DS XL, Nintendo 3DS, Nintendo 3DS XL, Nintendo 2DS

Situations:

- Error Message: The Code You Entered Could Not Be Recognized
- Error Message: The Software That Corresponds to the Code is Not Currently Being Distributed
- A game or theme download code is not working or invalid (including scratched, damaged, or illegible)

Important:

- For assistance with **prepaid Nintendo eShop funds** cards, click here.

Additional Information:

- If your download code is **lost or missing**, click here.
- If you see a message that your download code has already been used, click here.
- If you receive Error Code: 2811-6058, wait a short while before trying to redeem the download code again.

- For assistance with download codes issued through **My Nintendo**, click here.
- Retailer-issued download codes do not expire. However, download codes given out for a specific promotion (Hyrule Warriors DLC pack, Pokémon distributions, etc) will usually have an expiration date.

  What to Do:
- Verify that you are **entering your download code correctly**.

  - **Themes** - The download code must be redeemed within the Theme Shop on a Nintendo 3DS family system.

  - **Games** - The download code must be redeemed on the Nintendo eShop for Nintendo Switch, Wii U or Nintendo 3DS family systems.

  - The download code is a 16-digit code that is printed on the receipt or card you received when you made the purchase. (Codes included in system bundles are printed on an insert inside the packaging.)

  - Some retailer cards for Nintendo Switch software include both a Control Number and a Download Code. Make sure that you are entering the **Download Code** (usually begins with a B, no hyphens in the number) and not the Control Number.

  - Games can only be redeemed on the system they're intended for. (For example, Nintendo Switch games can only be redeemed on a Nintendo Switch system). If you have a download code for a system you don't own, we encourage you to work with the retailer who sold you the download code or give it to someone who can use it as a gift.

  - If some characters are hard to read, try entering similar characters. (For example, a 0 may look like an 8, a 5 may look like a 2, etc).

- Verify that the **country setting** on your system is correct on your Nintendo Switch, Wii U or Nintendo 3DS family system.

  - A download code can only be redeemed on a Nintendo eShop set to the same region as the game. (For example, a code sold for use in Japan can only be redeemed with a Nintendo Account and/or Nintendo eShop also set to Japan.)

  - If you are attempting to use a download code or system from a different region (a North American download code with a European system, for example), the download code will not work. You may wish to give the download code to someone who will be able to redeem it, or work with the retailer who sold you the download code.

- Check your **previously downloaded titles** in the Nintendo eShop. If you already redeemed the download code, you can re-download the game on your Nintendo Switch, Wii U or Nintendo 3DS family system without re-entering it.

- If the download code is still not working, it may not have been activated correctly at the store. Please check with the retailer that provided the code.

DLC Is Not Appearing In Game (Super Smash Bros. Ultimate)

Description:
You purchased downloadable content (such as the Fighter Pass or a Challenger Pack) for Super Smash Bros. Ultimate but are unable to see the content.
What to Do:

1. Ensure the console has been updated to the latest system menu version.