

How to fix DUALSHOCK 4 controller issues

Connect the DS4 using a different USB cable

1. Try connecting the DS4 to the PS4 using another USB cable.
2. Try connecting the DS4 to each of the USB ports on the PS4 system.
3. If you have another DS4 controller, attempt to connect it to the PS4.
4. Try to connect the controller to a different PS4, or a computer with PlayStation Now, to ensure the PS4 system is not the issue.

If it looks like your DS4 controller or a USB port on the PS4 system is faulty, please fill in the [contact form](#) (including any serial numbers) to check if your hardware is eligible for an under-warranty repair.

'Forget' the DS4 and pair with the PS4 system

If your DS4 controller won't pair with your PS4 system, follow the steps below to re-pair.

1. Go to [Settings] > [Devices] > [Bluetooth Devices].
2. Highlight the device you want to pair and press x and then press the Options button > [Forget Device].
3. Connect the controller directly to the PS4 with a USB cable.
4. Press the PS button to log in to the PS4.
5. The light bar should turn blue indicating the DS4 controller has paired.

Reset the DS4 controller

1. Turn off and unplug your PS4.
2. Locate the small reset button on the back of the DS4 near the L2 shoulder button.
3. Use a small tool to push the button inside the tiny hole. Hold the button down for roughly 3-5 seconds.
4. Connect the DS4 controller to the PS4 using a USB cable and press the PS button.

5. If the light bar turns blue, the DS4 has paired.

DS4 controller won't turn on

If your DS4 controller won't turn on, try using a [different USB cable](#) and [adjusting your DS4 settings](#).

DS4 buttons/triggers are stuck

To check if you are eligible for a warranty repair, please fill in the contact form including your DS4 serial number.

How to pair a DS4 controller

- Connect your DS4 to your PlayStation 4 using a USB cable and press the PS button. You can use up to 4 controllers at the same time. When you press the PS button, a colour is assigned to the user and the light bar lights up. The colour that is assigned to the user depends on the order in which the users press the PS button.

How to charge a DUALSHOCK 4

When you connect a DS4 controller to a PS4 system that is turned on or in rest mode, the controller's battery will begin to charge. To check the DS4 charge level, press and hold the PS button for at least 1 second.

While in standby mode, the DS4 light bar slowly blinks in orange. When charging is complete, the light bar turns off. It takes approximately 2 hours to charge the controller from flat.

DS4 charging settings

PS4 systems don't charge DS4 controllers when powered off. If you would like your DS4 controllers to charge when you aren't using your PS4 system, change the Power Save Settings and leave your PS4 system in Rest Mode.

1. Go to [Settings] > [Power Save Settings] > [Set Features Available in Rest Mode] > [Supply Power to USB Ports].
2. Select [Always] or [3 hours].

DS4 audio settings

If you have headphones plugged into the 3.5mm headphone jack on the DUALSHOCK 4 and you hear no audio, or the audio from the headphones is very faint, make sure the headphone plug is pushed all the way in. Unplug and then firmly reinsert the headphones into the DS4 jack.

To route all audio output to headphones:

1. Go to [Settings] > [Devices] > [Audio Devices].
2. Select Output to Headphones > [All Audio].
3. Highlight the Volume Control (Headphones) option and press right to make sure the controller's volume is turned up.
If Output to Headphones is greyed out, that means the headphones are not detected by the controller and may need proper inserting.

DS4 vibration settings

If your DUALSHOCK®4 is not vibrating as expected, the controller's vibration function may be turned off. To turn it back on:

1. Go to [Settings] > [Devices] > [Controllers] > [Enable Vibration].
2. If the controller still experiences issues, try resetting your DS4.

Pair DUALSHOCK 4 wireless controller with iPhone, iPad, iPod Touch and Apple TV

- Accessories :
- Controller, Headset & PlayStation Camera

If you would like to use your DUALSHOCK 4 wireless controller with compatible games and applications on an Apple iOS device, you can connect via Bluetooth in a few steps.

DUALSHOCK 4 wireless controller compatible devices

Apple devices using the operating systems listed below or later support DUALSHOCK 4 wireless controller Bluetooth connections. Once connected, you can use your wireless controller to control compatible games and applications via Bluetooth.

STEP 1: Turn on DUALSHOCK 4 wireless controller pairing mode

Before you can connect your wireless controller via Bluetooth, you will need to activate pairing mode:

1. Press and hold the PS and Share buttons on the wireless controller at the same time.
2. The light bar on the back of the wireless controller will start flashing once pairing mode is active.

STEP 2: Connect DUALSHOCK 4 wireless controller via Bluetooth

1. On your Apple device, go to Bluetooth settings and turn Bluetooth on.
2. Select scan for new devices and then choose [Wireless Controller].
You can now use your wireless controller to control compatible games and applications on your Apple device.

DUALSHOCK 4 wireless controller compatible games and applications

You can use your wireless controller to play games streamed from your PS4 to your iPhone, iPad or iPod Touch using the PS4 Remote Play app.

Your wireless controller can also be used to play games on iPhone, iPad, iPod Touch and Apple TV which support MFi controllers.

[Remote Play on Apple iOS](#)

DUALSHOCK 4 wireless controller Bluetooth limitations

Please note, some wireless controller features are not available when connected to an iPhone, iPad or Apple TV:

- PS Button
- Touchpad
- The colour of the light bar cannot be changed
- Rumble, motion sensor and headphone jack audio connection

Reconnect DUALSHOCK 4 wireless controller to PlayStation 4

To reconnect your wireless controller to your PS4, connect it to the PS4 with a USB cable and press the PS button on the wireless controller. You can then remove the USB and use the controller wirelessly.