

Diagnostic procedures

Nintendo switch

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Joy-con calibration

The joy-cons are the hybrid controllers for the Nintendo Switch. Joy-con calibration is a crucial step in the troubleshooting process.

Updating the joy-cons

When joy-cons are not responsive, they may be due for an update.

Procedure

Important: You must fully charge the joy-cons before you begin this procedure.

1. To update the joy-cons, tap **systems settings**. The **controllers and sensors** item is displayed in the left column.
2. Tap the **controllers and sensors** item. The **update controllers** item is displayed in the right column.

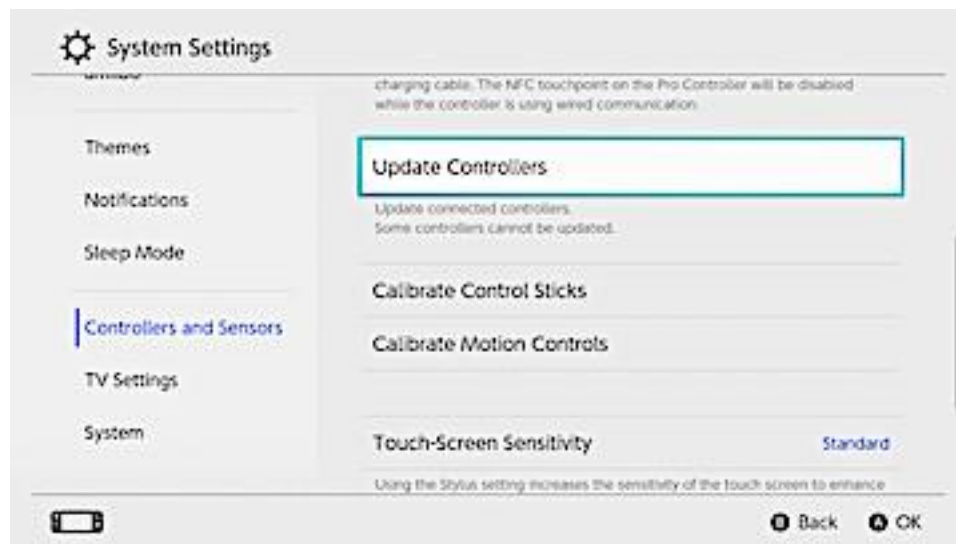


Figure 1. System settings feature

3. To run the update on both joy-cons, tap the **update controllers** item.

Next: [Calibrating the control sticks](#)

Calibrating the control sticks

The joy-cons feature control sticks that are used for gameplay. You can improve joy-con responsivity by calibrating the control sticks.

Procedure

You must update your joy-cons before you begin this procedure.

1. To calibrate the control sticks, tap the **controllers and sensors** item in the **systems settings** menu. The **calibrate control sticks** item is displayed in the right column.
2. Tap **calibrate control sticks** to begin the calibration process.

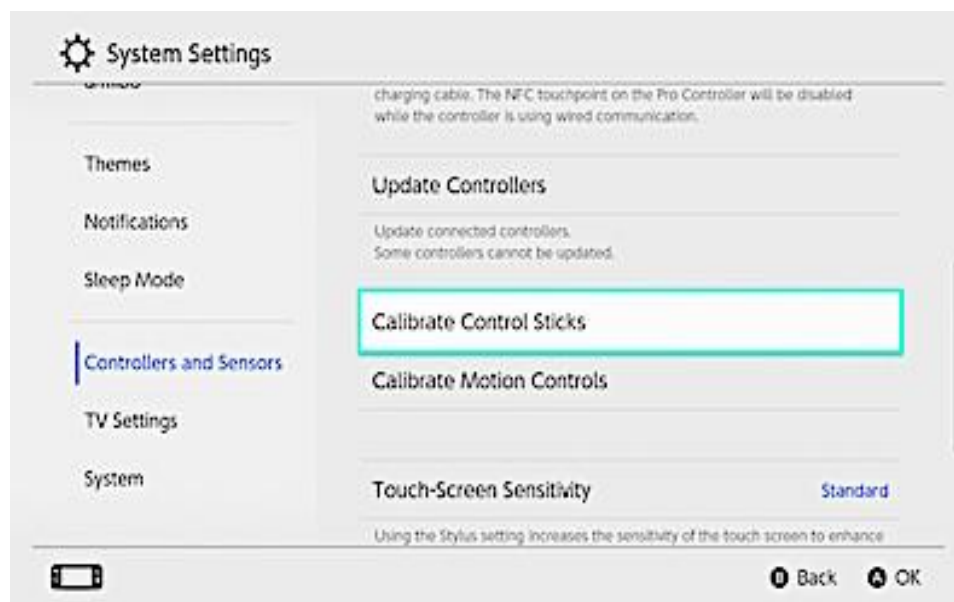


Figure 2. Controllers and sensors menu

3. Follow the screen prompts to calibrate both control sticks.

Next: [Calibrating the motion controls](#)

Calibrating the motion controls

The motion controls allow for in-game features such as tilting the screen while driving or walking. Unresponsive motion controls interfere with gameplay and must be calibrated.

Procedure

Prerequisite

Before you can calibrate the motion controls, you must remove the joy-cons from the console. See [Removing the joy-cons from the console](#) for instructions.

1. To calibrate the motion controls, tap **system settings > controllers and sensors**. The item **calibrate motion controls** is displayed in the left column.
2. Tap the **calibrate motion controls** item.

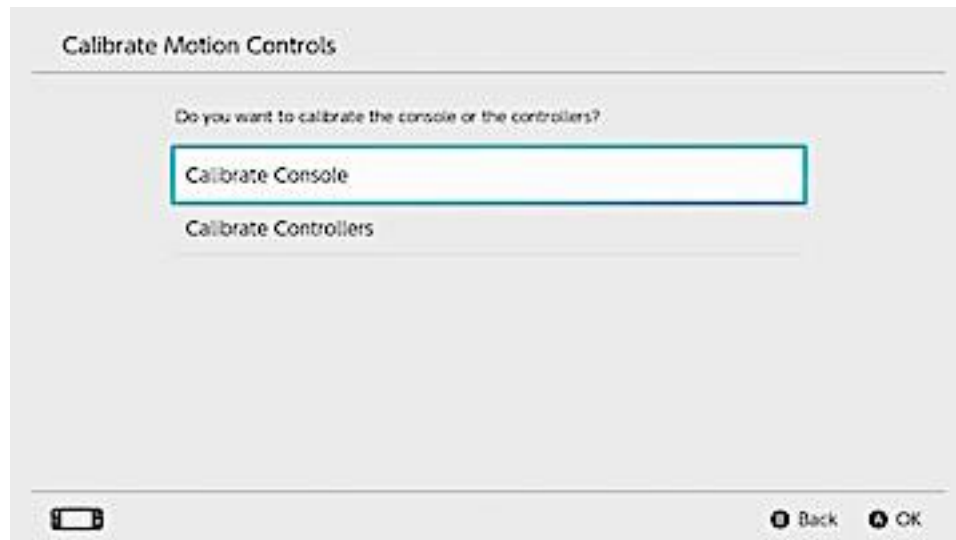


Figure 3. Motion controls menu

3. Calibrate the motion controls for the console.
4. Calibrate the motion controls for each controller.

Next: [Removing the joy-cons from the console](#)

Joy-con maintenance

If calibrating and updating the joy-cons does not result in improved responsivity, remove the joy-cons and manually clean the railings of any debris.

Removing the joy-cons from the console

The joy-cons attach to the console with railings. Clean the railings of debris to improve joy-con responsivity.

Procedure

Your hands and work area must be clean to complete this procedure.

1. To remove the joy-cons, hold the console with the LCD screen facing you. The '+' and '-' symbols appear at the top of the joy-cons.



Figure 4. The LCD screen of the console

2. To remove one joy-con:
 - a. Locate the small black release button behind the '+' symbol.
 - b. Press the release button and move the joy-con up along the railing. The joy-con detaches from the console.
3. To remove the remaining joy-con:
 - a. Locate the small black release button behind the '-' symbol.
 - b. Press the release button and move the joy-con up along the railing. The joy-con detaches from the console.

Next: [Cleaning the joy-cons](#)

Cleaning the joy-cons

The railings connecting the console and joy-cons must be cleaned of debris to finish the troubleshooting process.

The following table outlines the safe and unsafe materials for joy-con cleaning.

Safe	Unsafe
Microfiber cloth	Paper tissue
Cotton swab	Sponges

Procedure

You must remove both joy-cons from the console before you begin this procedure.

1. To clean one joy-con, use a microfiber cloth to wipe off surface debris. The dry joy-con is prepared for further cleaning.
2. To thoroughly clean the railings of debris, use a cotton swab to reach into crevices. The railings are cleared of debris.
3. Repeat this procedure for the second joy-con.
4. Place both joy-cons on a clean and flat surface. The joy-cons are clean and safe.

Next: [Attaching the joy-cons to the console](#)

Attaching the joy-cons to the console

To ensure that the joy-cons are fully calibrated and compatible with the console, attach the joy-cons to the console.

Procedure

You must clean both joy-cons before you begin this procedure.

1. To attach the joy-cons, hold the console with the LCD screen facing you. The '+' and '-' symbols appear at the top of the joy-cons.
2. To attach one joy-con:
 - a. Hold the joy-con above the console with the '+' or '-' symbol at the top.
 - b. Place the joy-con railing at the top of the slot of the console railing.
 - c. Slide the joy-con down into the console slot using the railing.

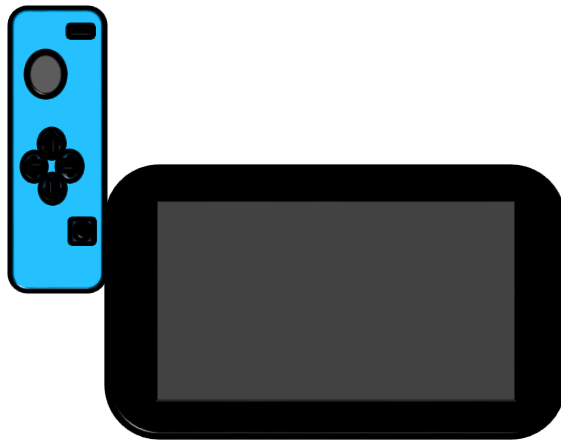


Figure 5. Attaching the joy-con to the console

3. Repeat step 2 for the other joy-con.

Re-attaching the clean joy-cons is the final step in the troubleshooting process. If your joy-cons are still not responsive, refer to the “shipping and repairs” chapter for further guidance.

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