



TURTLE BEACH™

Title/Topic: Support Guide

Product: Afterglow Wave Wired Controller - Xbox

Date Issued: February 11, 2026

By Turtle Beach Technical Support

Find the most up-to-date articles, downloads, and troubleshooting online, accessible 24/7, at <https://support.turtlebeach.com/>

Need further assistance? Get in touch with our Tech Support team: <https://www.turtlebeach.com/contactsupport>

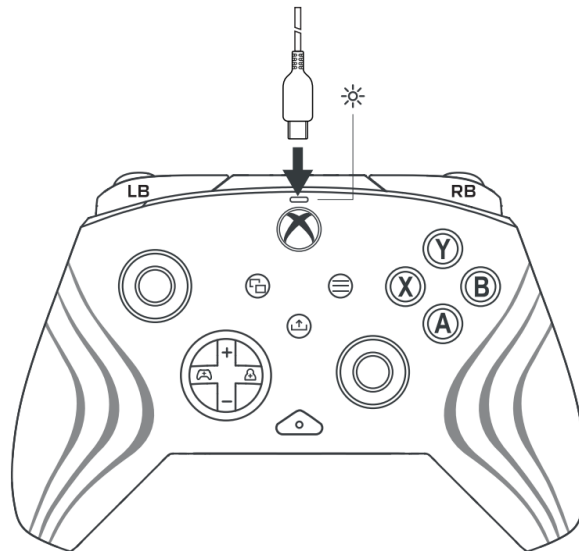
Package Contains

- Afterglow Wave Wired Controller
- 10ft / 3m USB-C Cable
- Quick-Start Guide

Quick Start Guide

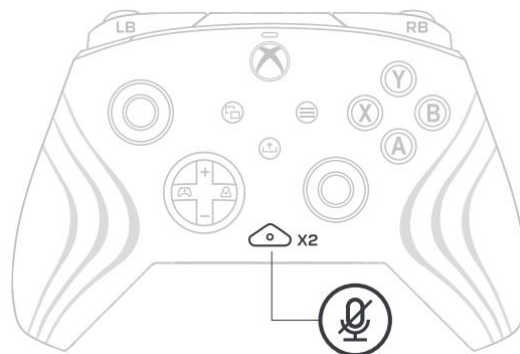
1. Initial Setup

Plug the USB-C end of the cable into the top of the controller, and the USB side into your console or PC. Press the Xbox button, and once the Xbox button starts to illuminate, the controller is connected and ready to use.



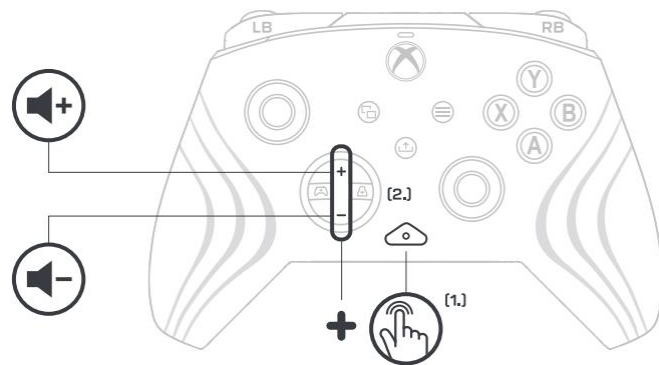
2. Mute Microphone

Press the function button, located above the audio jack, twice to mute your microphone.



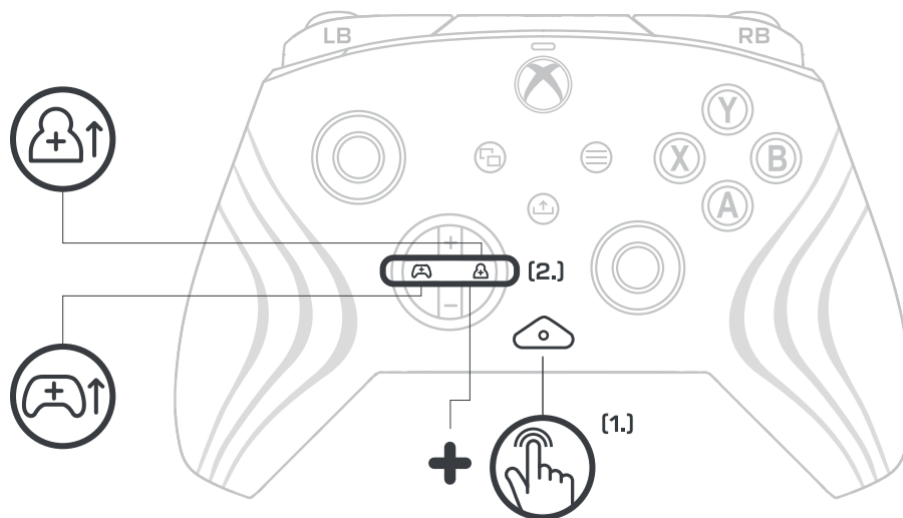
3. Control Volume

While holding down the function button, press D-Pad +Up/-Down to adjust game volume.



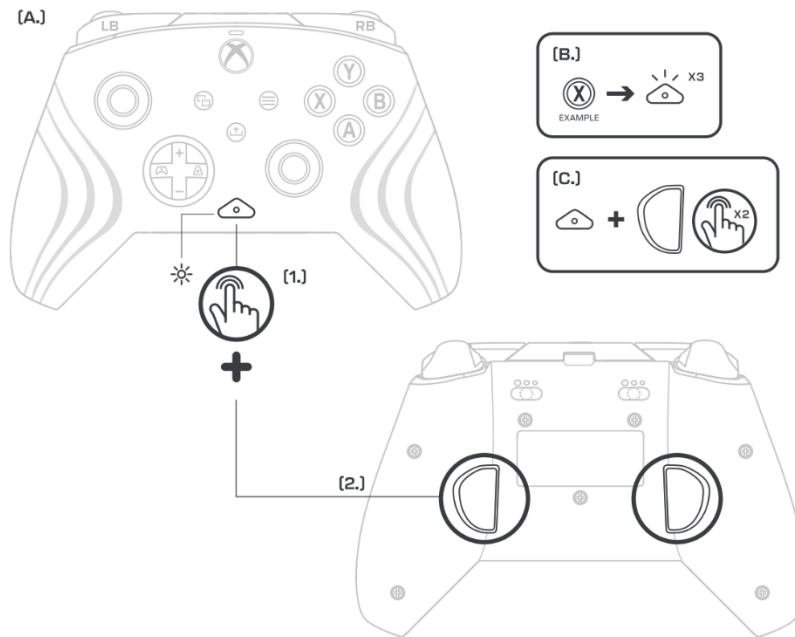
4. Game/Chat Balance

While holding down the function button, press D-Pad Left/Right to adjust game/chat balance.



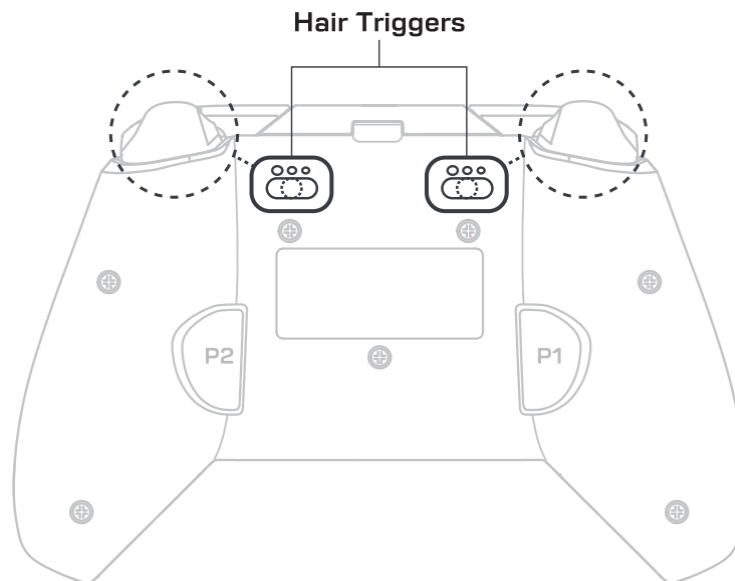
5. Program Back Buttons

- While holding down the function button, press the back button you would like to map a function to, and the function button LED will start flashing.
- Press any button you would like mapped, and the function button LED will flash 3 times indicating a successfully mapped function.
- To clear a mapped function or disable the back buttons completely, hold down the function button and double press any back button



6. Hair Triggers Mode

Hair trigger feature is a highly sought-after feature that allows faster trigger pulls and adds advantages to your gaming experience. Afterglow Wave controller uses Hall switch true digital hair triggers for a rapid and precise trigger response.



To enable hair trigger mode:

- Toggle the slider buttons on the back of the controller outward to set the trigger buttons to hair-trigger mode.
- Toggle the slider buttons on the back of the controller to the middle to set the trigger buttons to mid-distance.
- Toggle the slider buttons on the back of the controller inward to set the trigger buttons back to full-distance mode.

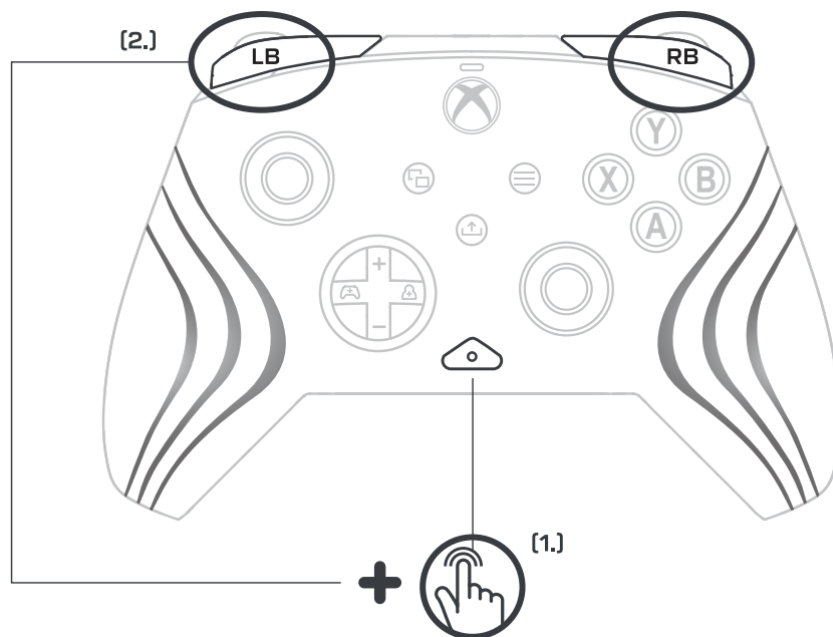
*REAL hair triggers: digital Hall effect hair triggers

7. Changing the Lighting Effects

A. To cycle through the lighting effects, hold down the function button and press either the L or R buttons.

B. Lighting Effects:

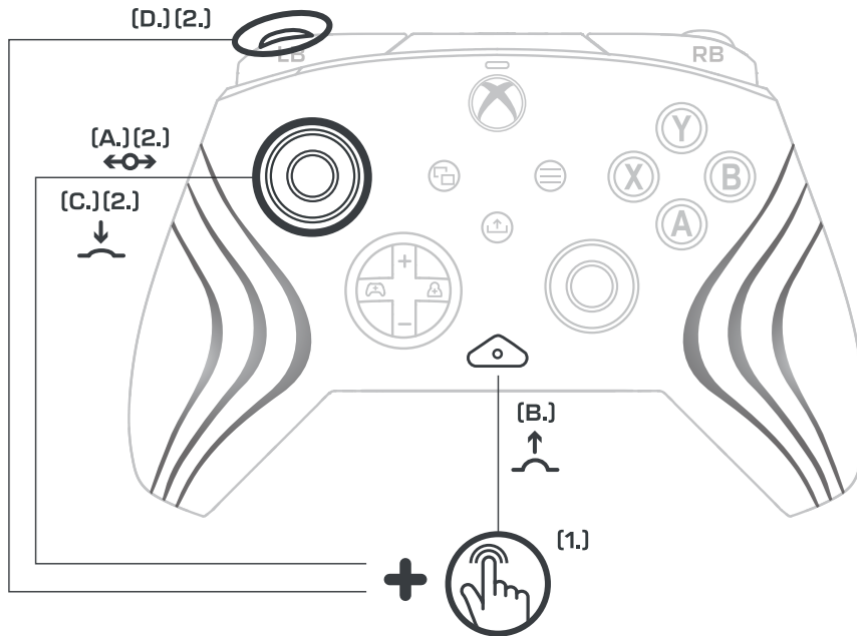
- Static: The RGB lights will remain solid and set to a chosen color.
- Wave: Displays a rainbow of RGB lights in a continuous motion.
- Breathing: The RGB lights slowly fade in and out on a set color.
- Rumble: The in-game rumble will activate a set color for the RGB lights.



*Go to the [Control Hub APP](#) to download and use more lighting effects

8. Adjust Lighting

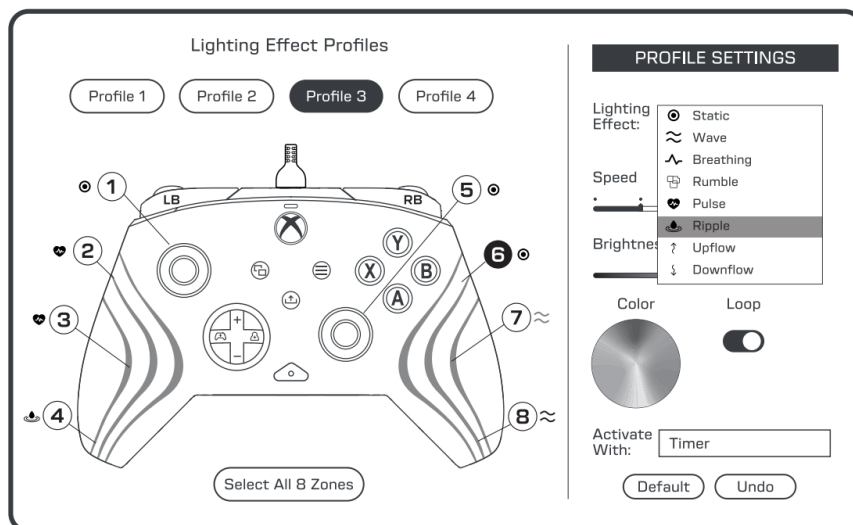
- Hold down the function button and use the left analog stick to change the LED color.
- Once you find the color you'd like, save the setting by releasing the function button.
- For white, hold down the function button and click in the left stick.
- To adjust the brightness, hold down the function button and press the left trigger.



*Go to the [Control Hub APP](#) for advanced settings for the lighting effects

9. Changing the Settings for the RGB Zones

The Afterglow Wave Wired Controller comes with 8 different RGB Zones that can be customized Individually or multiple at once on the [Control Hub app](#).



10. Control Hub

To customize your controller further, download the free [Control Hub App](#) from the Windows Store on your PC or Xbox. You can use It to edit the RGB lighting profiles and RGB zones, as well as re-map buttons, run diagnostics, recalibrate analog sticks and triggers, and much more.

Frequently Asked Questions

- Is this controller wireless and does it use batteries?
 - This controller is wired, it doesn't have wireless capability, this means it doesn't use batteries.
- Can you use any wire with this controller?
 - We recommend using the provided USB-C cable, in case this cable has been misplaced, you are able to use high speed USB-C cables to power your controller.
- Is the controller plug and play?
 - Yes, the controller is plug-and-play, we also recommend downloading the [Turtle Beach - PDP Control Hub App](#) from the Microsoft store to make sure your controller has the latest firmware.
- Is the controller Officially Licensed?
 - Yes, the controller is Officially Licensed by Microsoft.
- Is the controller compatible with Nintendo Switch™, Mac, Chromebook or mobile devices?
 - No, the controller is designed for Xbox Series X/S, Xbox One and Windows 10/11.
- Can I use the controller without downloading the [Turtle Beach - PDP Control Hub App](#)?
 - You can use it without downloading the app, but console updates, as well as general usage, may cause common issues like drifting and those can be fixed by updating the app.
- Can I modify the components of the controller?
 - Unauthorized modification or repair of the controller will result in voiding the warranty, if you're experiencing issues with a button or function, please contact our technical support team and we'll be glad to assist you.
- How can I configure the features on the controller?
 - You can adjust features through the [Turtle Beach - PDP Control Hub App](#). *As a note, you can map the front-facing buttons to the back paddles, but you can't map triggers or keyboard keys to the back paddles.*

Troubleshooting

If your controller isn't working as expected, the steps below can help resolve many common issues.

(If you're having audio problems, please make sure your headset is plugged into the controller before you begin.)

This troubleshooting can help with:

- The controller won't power on
- Stick drift
- Triggers not responding
- Joysticks not responding
- Lighting modes not responding
- Static or crackling audio in your headset
- Inverted audio in your headset

Step 1: Power Cycle Your Console

Let's start with a quick reset of your console:

1. Turn off your Xbox or PC.
2. Unplug the controller from the cable but leave the cable plugged to the console.
3. Unplug the power supply from your Xbox or PC and wait 30 seconds.
4. Plug the power supply back in and turn your console back on.

Step 2: Reset and Recalibrate the Controller

(If you're troubleshooting audio issues, make sure your headset is connected to the controller before starting.)

Make sure the USB cable is unplugged from the controller.

1. Press and hold Down on the D-Pad.
2. While holding Down, connect the USB cable to the controller.
3. Release the Down button on the D-Pad.
4. Press the A button once.
5. Press and release the LT and RT triggers together three times.
6. Rotate both analog sticks clockwise three times at the same time.
7. Press Down on the D-Pad once more.
8. You should see a light turn on above the Xbox button — this means the reset was successful.

Once your console has restarted, download the [Turtle Beach – PDP Control Hub App](#) from the Microsoft Store. Use the app to check for and install any available firmware updates for your controller.