



Title/Topic: Support Guide

Product: Rematch Wired Controller – Switch 2

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By Turtle Beach Technical Support

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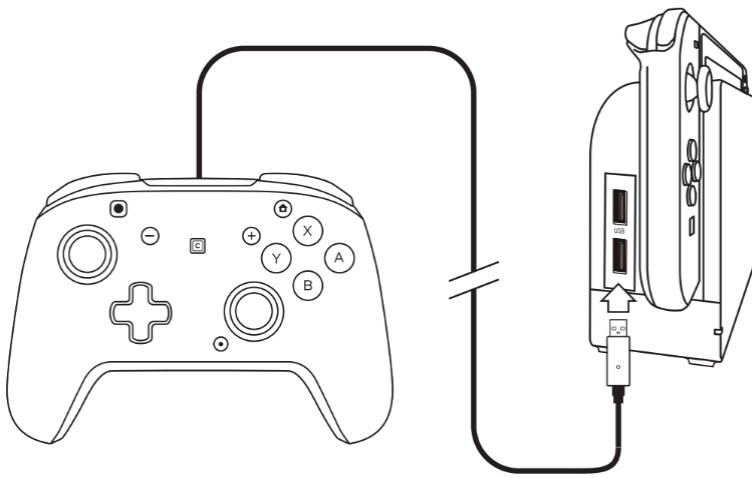
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Quick Start Guide

1 .Initial Setup

- A. To use the controller, plug the USB cable into the Nintendo Switch™ 2 dock. The controller should automatically pair with the device.
- B. If the controller does not pair automatically, go into System Settings > Controller and Sensors > Change Grip/Order.
- C. When prompted, press L and R on your controller to connect.

Note: You can also pair the controller directly from the Controllers Menu found on the Nintendo Switch™ 2 Home Screen and select Change Grip/Order.

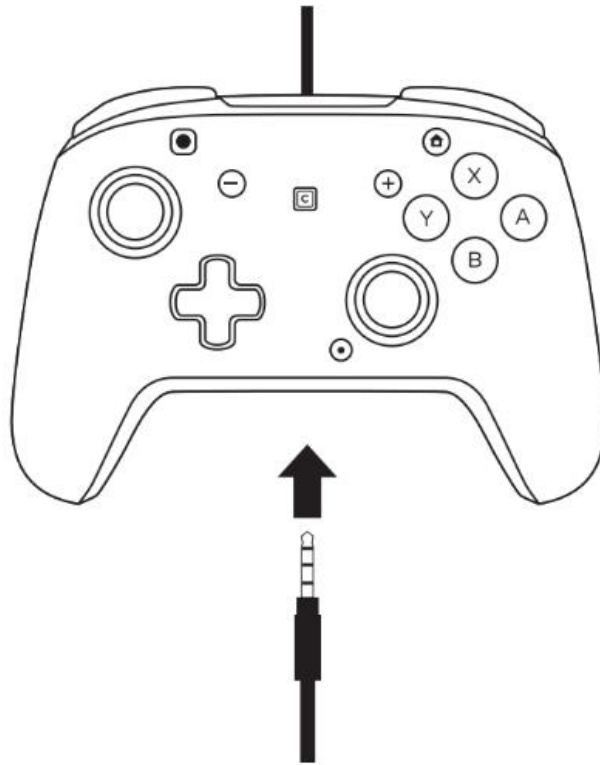


2. Audio Setup

- A. Plug the 3.5mm jack of your headset or headphones directly into the 3.5mm port on the controller.
 - Note: The Nintendo Switch™ 2 only supports one audio output at a time. When connecting your headset/headphones into the controller, audio via HDMI connected devices (i.e. TV, amp, etc.) will be disabled. When connecting more than one USB audio device, only the first device will have audio output.
- B. You will be prompted by the Nintendo Switch™ 2 to reconnect the controller. Press L and R to connect and then audio will start playing through the headset/headphones.
- C. If you do not hear sound after reconnecting your controller, please go to the Nintendo Switch™ 2 OS settings to make sure the volume is above 0%.

Note: Under the System Settings, there's an audio setting called "Mute when Headphones are Disconnected" that can be enabled. When activated, this option will shut off the system speakers when unplugging or disconnecting a headset until the volume buttons are pressed, or until

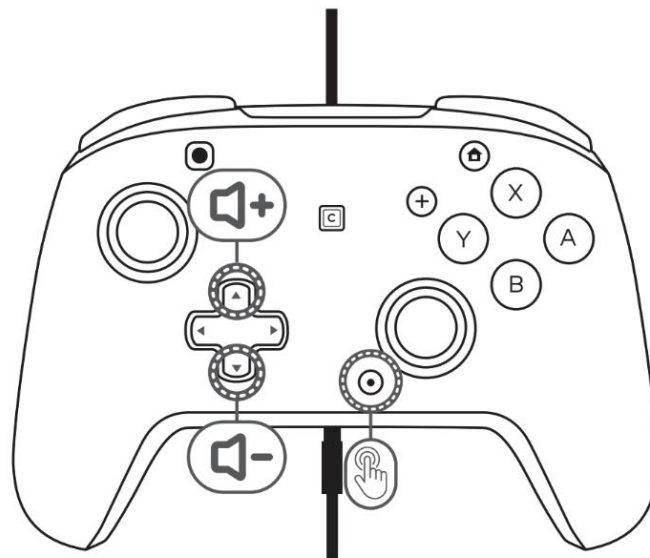
this setting is manually turned o. To disable this setting manually, select System Settings > System > Mute when Headphones are Disconnected (turn to off).



3. Control Volume

To adjust the controller's volume, hold down the "function" button and press the Up/Down on the D-pad. You can easily mute your connected headset/headphone's mic by pressing the "function" button twice. To unmute, press the "function" button twice again.

Note: The volume controls only adjust the volume output by the controller, and not the volume level of the Nintendo Switch™ 2 OS. Adjust the Nintendo Switch™ 2 OS volume in the device settings.

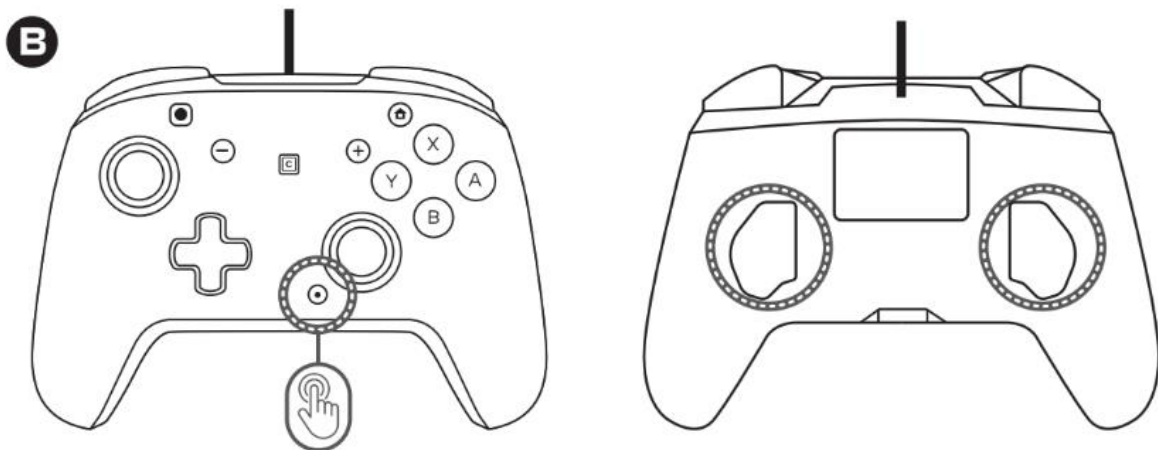
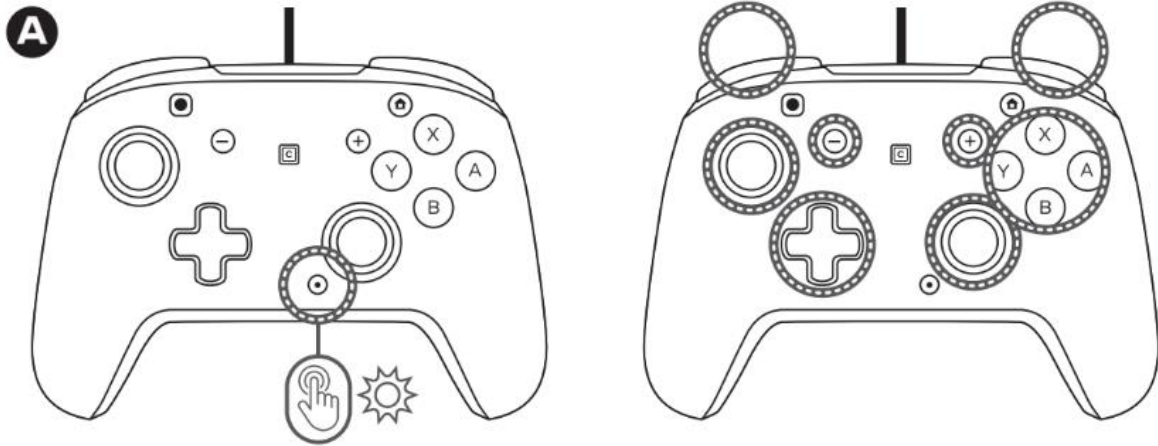


4. Program Back Buttons

- A. To program the back buttons, hold the "function" button and press the button you'd like to map a control to. Once the LED is lashing, press any button on the controller to map that

button's function to the back. The LED will blink quickly 3 times, indicating successful programming.

- B. To clear a mapped function or disable the back buttons completely, hold down the "function" button and double press any back button.



Troubleshooting

This guide walks you through simple steps to help resolve common power, connection, drift, and headset microphone issues with your controller.

Issue: Controller Drift or Headset Microphone Not Picking Up

If your controller is drifting or your headset microphone isn't being detected, the steps below can help.

If you're troubleshooting a microphone issue, please make sure your headset is connected to the controller before you begin.

Reset and Recalibrate the Controller

1. Make sure the controller is unplugged from the Switch 2 dock.
2. Press and hold Down on the D-Pad.
3. While holding Down, connect the USB cable to the Switch 2 dock.
4. Release the Down button.
5. Press the A button once.
6. Rotate both analog sticks clockwise four times at the same time.
7. Press Down on the D-Pad once more.

This process helps recalibrate the controller and can resolve drift or microphone detection issues.

Issue: Controller Not Powering On or Not Connecting to the Switch 2**Step 1: Check Power From the Switch 2 Dock**

First, let's make sure the Switch 2 dock is providing power through its USB ports.

1. Connect another device (such as a phone) to the dock using a charging cable.
2. If the device begins charging, the dock is providing power — you can continue to the next step.
3. If the device does not receive power, the issue is likely with the Switch 2 dock itself.

Step 2: Restart the Switch 2 and Try Connecting the Controller

1. Press and hold the Power button on the Switch 2 until the Power Options menu appears.
2. Select Turn Off.
3. After a few seconds, turn the Switch 2 back on.
4. Using the Joy-Cons, press A three times to reach the Home screen.
5. Go to System Settings.
6. Scroll down and select Controllers and Accessories.
7. Choose Change Grip/Order.
8. When prompted, press L + R on your wired controller to connect it to your Switch 2.

Step 3: If the Controller Still Won't Pair

If the controller doesn't connect through the Change Grip/Order screen, try resetting the controller connections.

(Remove the Switch 2 from the dock and attach the Joy-Cons to the console before continuing.)

1. From the Home screen, open System Settings.

2. Select Controllers and Accessories.
3. Scroll down and choose Disconnect Controllers.
4. Press and hold the X button on one Joy-Con.
 - This will disconnect all controllers from the console.
 - Your Joy-Cons will automatically reconnect.
5. Return to the Home screen.
6. Open Controllers from the Home menu.
7. Select Change Grip/Order.
8. Place the Switch 2 back into the dock and connect your controller.
9. Press L + R on the controller to pair it.

If the controller appears on the screen, it's successfully paired and ready to use.

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.
- Is the controller plug and play?
 - Yes, the controller is plug-and-play, we also recommend downloading latest firmware on your Switch 2 to avoid issues, you can check under System Settings > System > System update.
- Is the controller Officially Licensed?
 - Yes, the controller is Officially Licensed by Nintendo.
- Is the controller compatible with PC, Mac, Chromebook or mobile devices?
 - No, the controller is designed for Nintendo Switch™ 2, Nintendo Switch™ and Nintendo Switch™ OLED, it requires the dock to connect to the console.
- Can I use the controller with the [Turtle Beach - PDP Control Hub App](#)?
 - The controller is not compatible with the Turtle Beach - PDP Control Hub 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.

Nintendo Switch™ 2 C Button Compatibility

GameChat, a brand-new feature on the Nintendo Switch™ 2 system, lets a group of up to 12 people chat while playing games.

- You can share your screen in real time, even if you're playing different games! Whether you're sharing an in-game discovery or just waving hello, GameChat makes it feel like your friends are right there next to you.

- Maximum of 12 participants for voice chat. Up to four people can share their game screen or take part in video chat simultaneously. GameChat only available on Nintendo Switch 2.

How to use GameChat with a controller that is compatible with Nintendo Switch™ 2:

- After setting up GameChat, simply press the C Button on your controller to open the GameChat menu on your controller and the GameChat settings will open up.

How to use GameChat with a controller that works on Nintendo Switch™ 2 (does not have C Button):

- After setting up GameChat, you can press the HOME button on your controller and you can find the GameChat menu on the HOME screen. GameChat is included with any Nintendo Switch Online membership.