



TURTLE BEACH™

Title/Topic: Support Guide

Product: Rematch Wireless Controller – Switch 2

Date Issued: February 11, 2026

By Turtle Beach Technical Support

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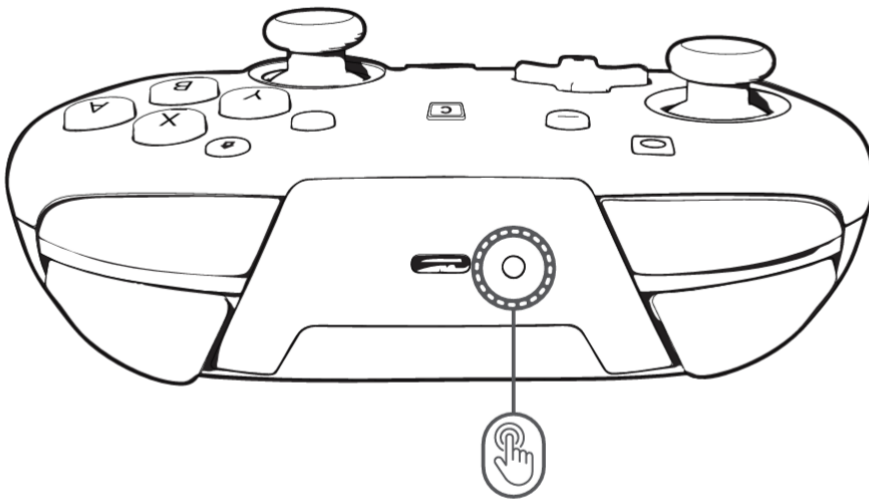
Quick Start Guide

Notice: Before using the controller, we recommend fully charging it as it will only have an hour or two of battery life out of the box.

1. Pairing the Controller

- A. Turn on your Nintendo Switch™ 2 device and press any button on the controller.
- B. If your controller does not automatically connect, it will need to be paired with the device.
- C. Using the Joy-Con™ controllers, navigate to Controllers > Change Grip/Order.
- D. Now, using your controller, press and hold the sync button (at the top of the controller by the charging port) for 3 seconds until it pairs and the player indicator light at the bottom is solid.

Tip: To unpair the controller from the Nintendo Switch 2, hold down the sync button (located at the top of the controller) for at least 1 second.



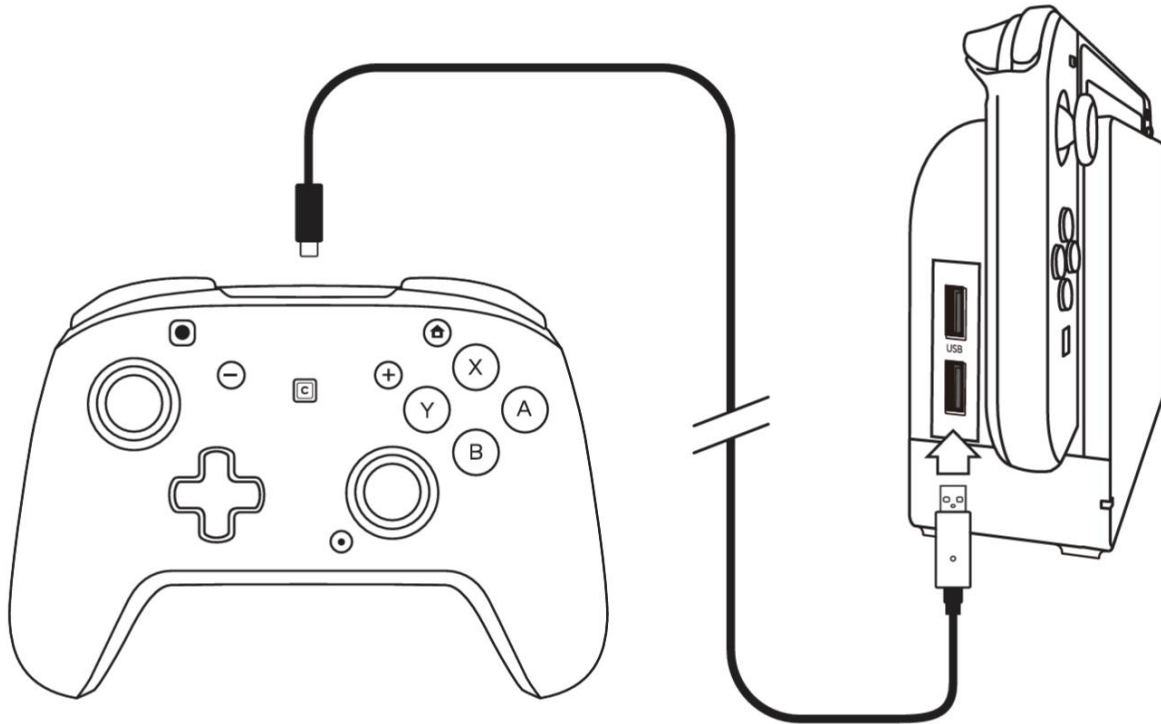
2. Re-connecting the Controller

- A. If the controller is not connecting with the device, but has already been paired, simply go into Controllers > Change Grip/Order.
- B. When prompted, press L and R on your controller to connect.

3. Charging the Controller

- A. When the controller is low on battery, the “function” button’s LED will blink RED every 30 seconds.
- B. Using the included USB-C cable, connect the controller to one of the USB ports on the Nintendo Switch 2 dock.
- C. While charging, the “function” button’s LED will pulse RED. When the controller is fully charged, the LED will turn WHITE.

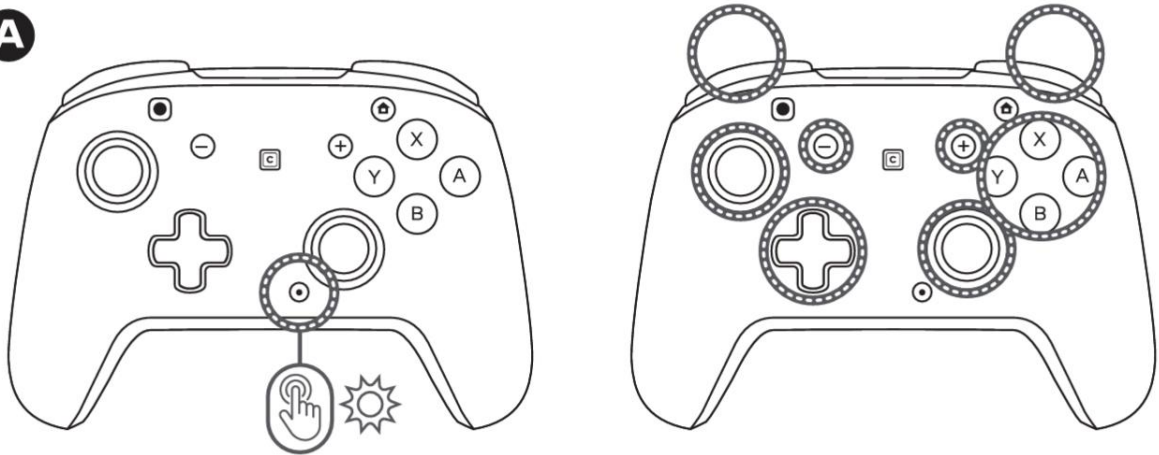
Note: To prevent the controller battery from completely draining out, please charge the controller every 3 months even it’s not in use.



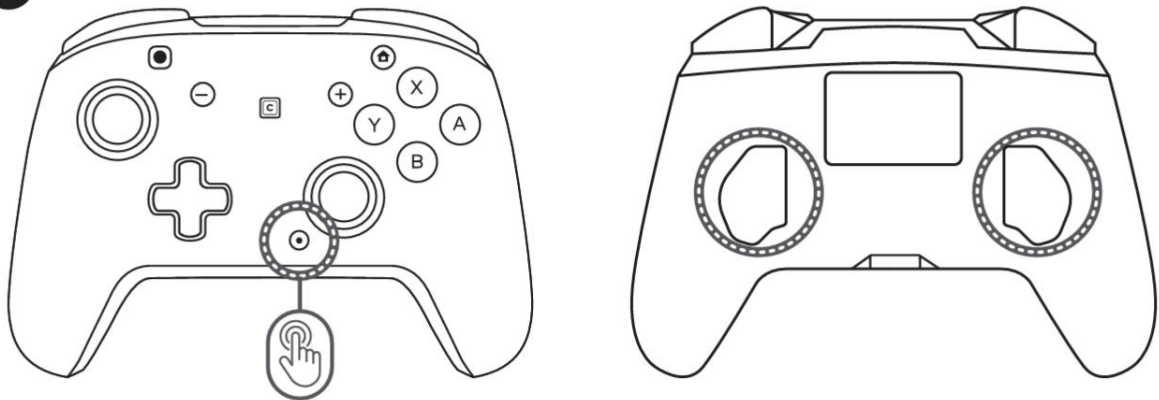
4. Programming the Back Buttons

- A. To program, hold the “function” button and press the back button you’d like to map a control to.
- B. Once the “function” button LED is flashing, 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.
- C. To clear a mapped function or disable the back buttons completely, hold down the “function” button and double press any back button.

A



B



Troubleshooting

You can use the steps below to troubleshoot the most common issues with your Switch 2 wireless controller.

My Controller Is Drifting

If your controller is drifting, follow the steps below to recalibrate it.

1. Make sure the Switch 2 Dock is connected to a power source
2. Connect the USB charging cable to the Dock, but do not connect it to the controller yet
3. Press and hold Down on the D-Pad
4. While holding Down, connect the charging cable to the controller
5. Release Down on the D-Pad
6. Press the A button once
7. Rotate both analog sticks four times clockwise
8. Press Down on the D-Pad again

My Controller Isn't Recognized

If your controller does not pair through the Change Grip/Order screen, try the steps below.

Note: Remove the Switch 2 console from the Dock and connect the Joy-Cons directly to the console before starting.

Disconnect Existing Controllers

1. From the Switch 2 home screen, select System Settings
2. Scroll down and select Controllers and Accessories
3. Scroll to the bottom and choose Disconnect Controllers
4. Press and hold the X button on a Joy-Con
5. All controllers will disconnect, and the Joy-Cons will automatically pair back to the console

Pair Your Wireless Controller

1. Return to the Switch 2 home screen
2. Select Controller Settings
3. Choose Change Grip/Order
4. Press and hold the Sync button located on the top of the controller
5. Watch for the green LEDs to begin flashing
 - If the LEDs turn off, continue holding the Sync button and press the A button
6. When the controller appears on the screen, it has successfully paired with your console

My Controller Has No Power or Isn't Charging

If your controller will not power on or charge, try the steps below.

1. Make sure the controller is turned off and unplugged
2. Locate the small recessed button below the right back paddle
 - This is on the left side when the controller is facing you
3. Press and hold this button for 30 seconds
4. Plug the controller in and allow it to fully charge

Frequently Asked Questions

- How long does it take to charge my controller?

- The average charge time is 1-2 hours.
- Can I charge my controller with another cable?
 - We recommend using the provided USB-C cable, in case you have misplaced it, you're able to use a high-speed USB-C cable to charge it.
- Does the console need to be updated for the controller to pair?
 - Yes, some connection issues may arise if your console is not updated, you can check if your Nintendo Switch™ is up to date by going to System settings > System > System updates.
- Is the controller Officially Licensed?
 - Yes, the controller is Officially Licensed by Nintendo.
- Is the controller compatible with PC, Mac, Chromebook or mobile devices?
 - The Afterglow Wireless controller is designed for Nintendo Switch™ 2, Nintendo Switch™, Nintendo Switch™ Lite and Nintendo Switch™ OLED, it is not compatible with PC/Mac/Mobile devices.
- Is the controller compatible with the [Turtle Beach - PDP Control hub app](#)?
 - No, the controller isn't 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.

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