



Nintendo Switch Operations Manual

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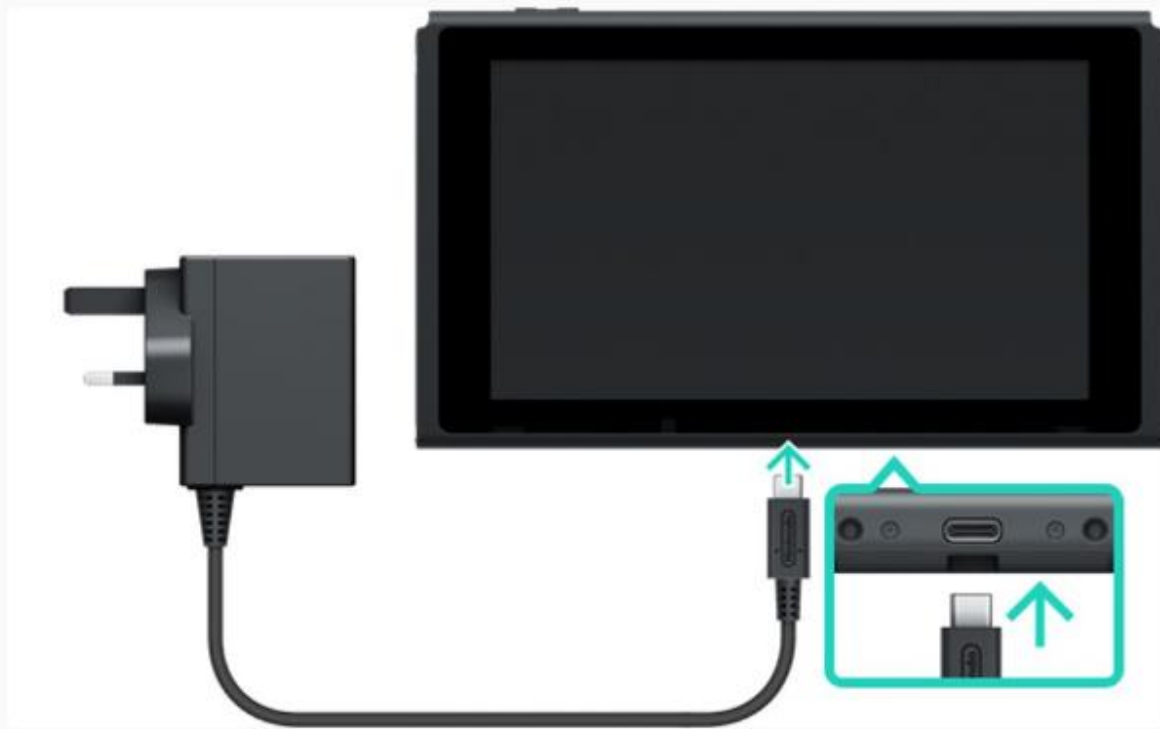
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Setup & Connect

1. [Connecting the AC Adapter](#)
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Connecting the AC Adapter

Connect the AC adapter provided with the console and turn the console on.



Setting Up the Console

When you start up the console for the first time, you'll be asked to choose some settings. Attach both Joy-Con controllers to the console and follow the on-screen instructions.



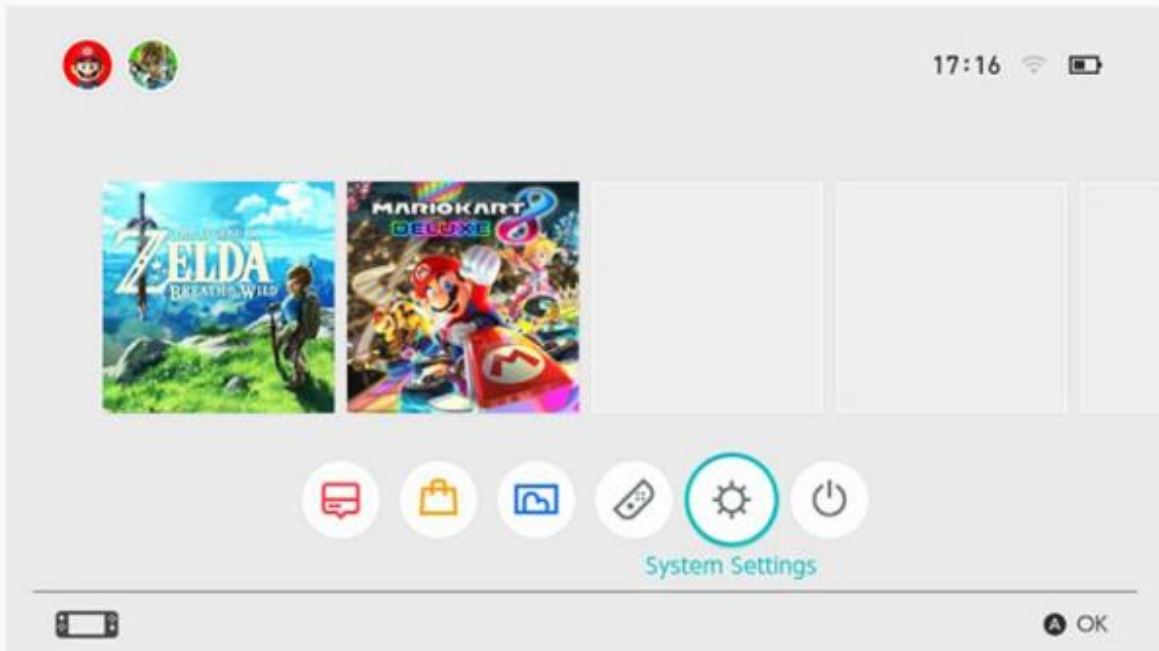
More settings can be chosen later.

If something you don't understand pops up while you're choosing your settings, please view the following pages.

- [Connecting to the internet](#)
- [What is a time zone?](#)
- [Connecting to a TV](#)
- [Linking to a Nintendo Account](#)
- [Setting Parental Controls](#)
- [Help choosing settings](#)

Changing your settings

You can change these settings at any time from System Settings on the HOME Menu.



Play!

There are two types of Nintendo Switch software: a retail version, which includes a game card that you insert into the console, and a downloadable version that you download and save to the console or a microSD card.

Here is a brief introduction to playing a game, using the retail version as an example.

1. [Playing a retail version](#)
2. [Closing software](#)
3. [How to remove the game card](#)
4. [When you're finishing using the console](#)
5. [Waking the console from sleep mode](#)

Playing a retail version

Open the game card slot and insert the game card. Pay careful attention to the direction the game card is facing when you insert it.

Make sure that the label on the game card is facing you, then insert it into the game card slot until you hear a click.

The software icon for the inserted game card will appear on the HOME Menu. Select the icon with your cursor, then press the A Button to start the software.

Closing software

Pressing the HOME Button will suspend the software and return you to the HOME Menu. You can close suspended software by selecting it and pressing the X Button.

If you're playing a game that requires manual saving, make sure to save before closing the software. Unsaved data will be lost.

How to remove the game card

To remove the game card from the console, open the game card slot cover and push the game card in until it pops up, then remove it.



When you're finishing using the console

You can put your Nintendo Switch console into sleep mode when you're done using it. That way, if you want to use it again, you can wake it from sleep mode and start playing right away.

The battery will last XX days if the console is put into sleep mode from full charge.

Waking the console from sleep mode

Press the HOME Button to wake the console.

Other ways to wake the console/put it to sleep

- *Putting the console into sleep mode from the HOME Menu*
- *Open the Sleep Mode menu from the HOME Menu.*
- *Putting the console to sleep/waking the console using the POWER Button*
- *Push the POWER Button to put the console to sleep or wake it from sleep mode.*

Connecting Online

1. [How to connect to the internet](#)
2. [Wi-Fi Connection Setup](#)
3. [Finding the SSID and Password](#)
4. [Wired Connection Setup](#)

Make the most of your console's online features

Connecting your Nintendo Switch console to the internet will allow you to play online with people from all over the world. You'll also be able to purchase digital software from Nintendo eShop.



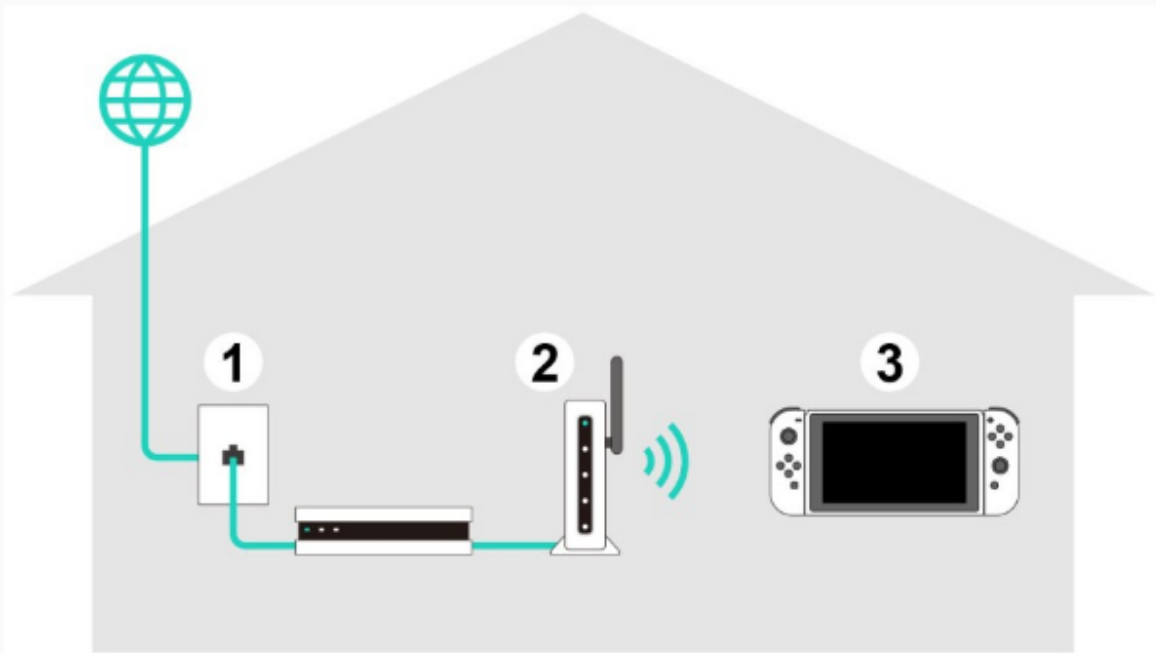
How to connect to the internet

Your Nintendo Switch console can connect to the internet via Wi-Fi or via a wired connection. Each type of connection requires different conditions, which are listed below.

Wi-Fi connection setup

You'll need:

1. *An internet connection*
2. *A wireless router*
3. *A Nintendo Switch console*

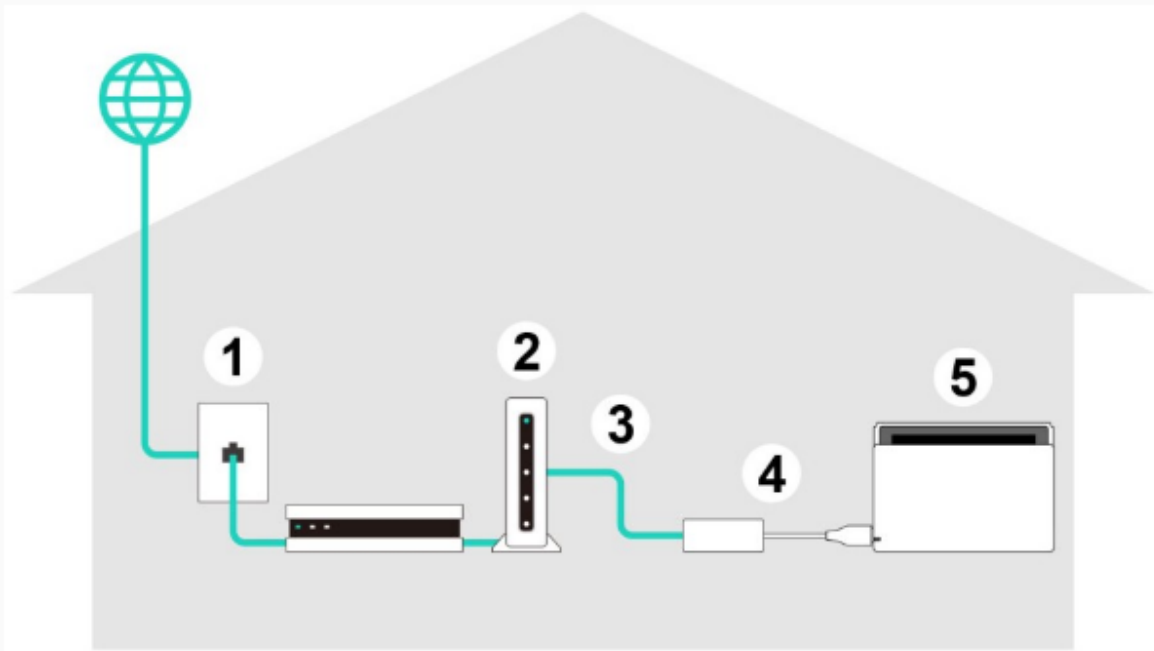


Wired connection setup

You can only choose to use a wired connection when the console is in TV mode.

You'll need:

1. An internet connection
2. A router
3. A LAN cable
4. A LAN adapter (sold separately)
5. A Nintendo Switch console (TV mode)



It can be helpful to set up both a wired and wireless connection.

If you're just using a wired connection, your Nintendo Switch console will become unable to connect to the internet as soon as you remove it from the dock. However, if you also set up a wireless connection, your Nintendo Switch console will connect to Wi-Fi as soon as the wired connection is lost.

Wi-Fi Connection Setup

Before you start

You will need to know your wireless router's SSID (its name) and password (security key).

[Finding the SSID and password >](#)

Setup

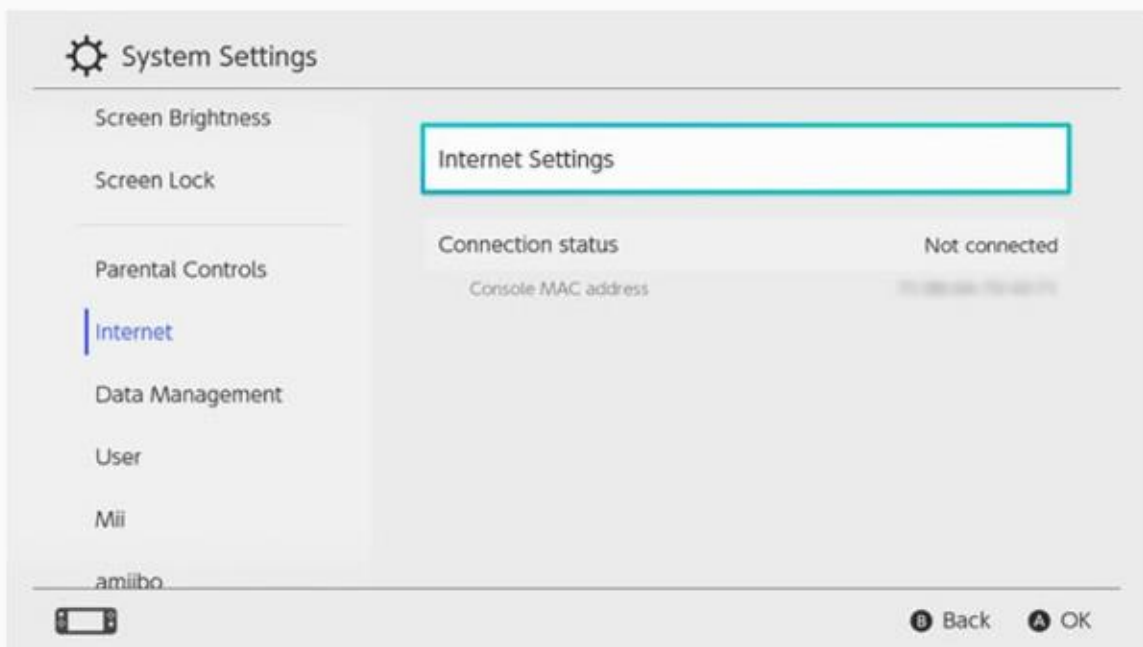
1. Place the Nintendo Switch console about 2-3m from the wireless router. If the console is too far from the router, it might not be able to connect.



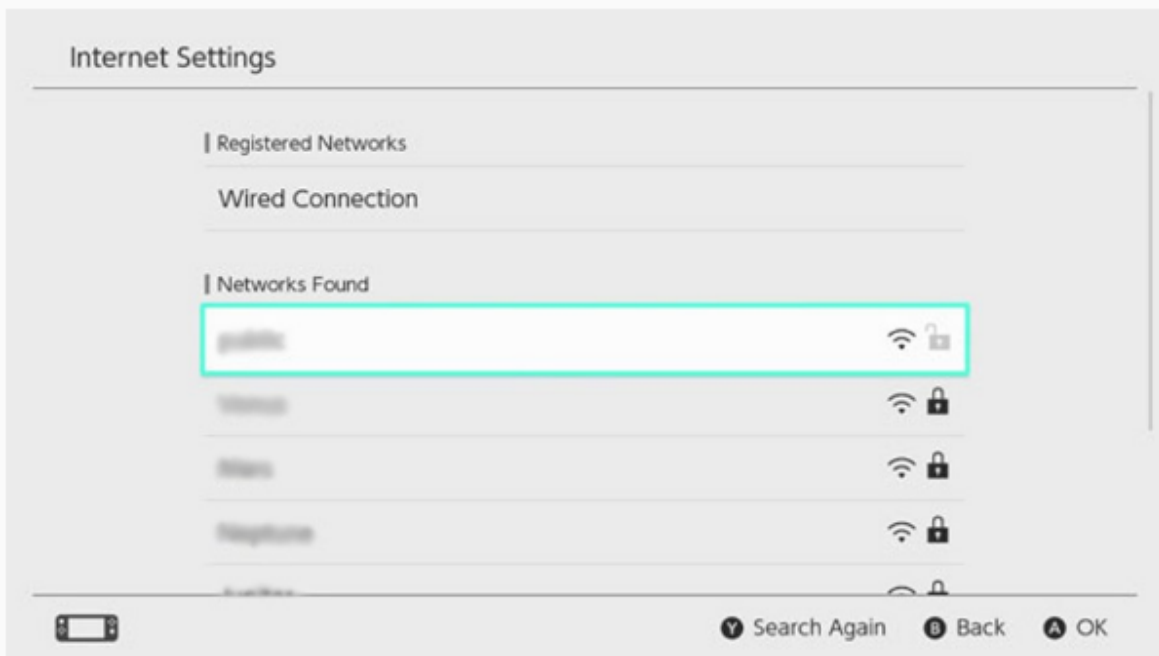
2. On the console, press the HOME Button to open the HOME Menu, then open System Settings.



3. Select Internet ⇒ Internet Settings.



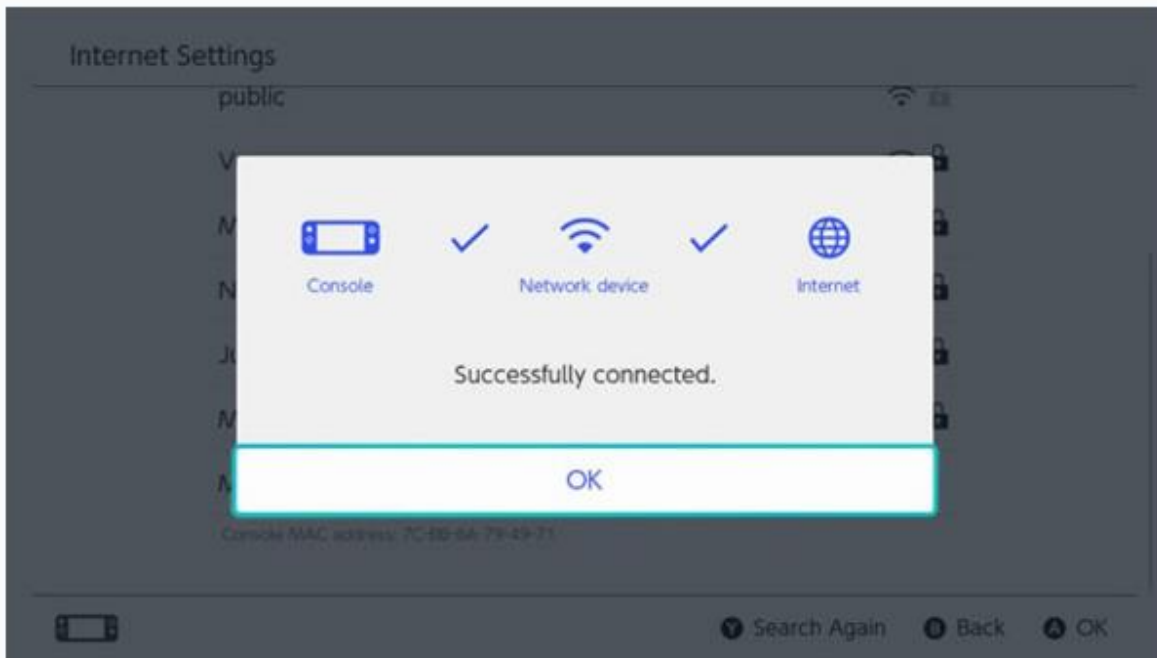
4. Select your router's SSID from the list of found networks.



If you can't find your wireless router, press the Y Button to search again.

5. Enter the password for the router. If "Successfully connected" is displayed, the setup process is complete.

Click [here](#) if an error is displayed.



Finding the SSID and Password

Finding the SSID and password

The SSID and password for your router should be written on the side or the bottom of the router.

- *The SSID may also be called something like "network name".*
- *The password may also be called something like "encryption key", "security key", or just "key".*

If you're not sure about something

Please read the wireless router's instruction manual or homepage, or contact the manufacturer.

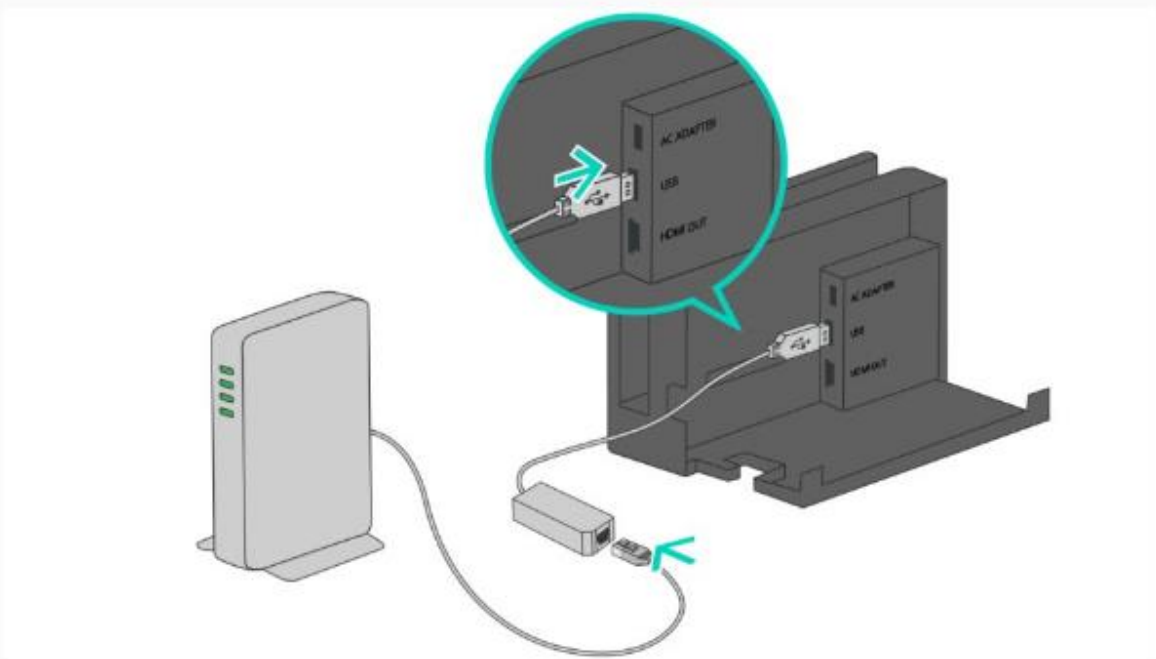
Wired Connection Setup

Before you start

Put the Nintendo Switch console in TV mode.

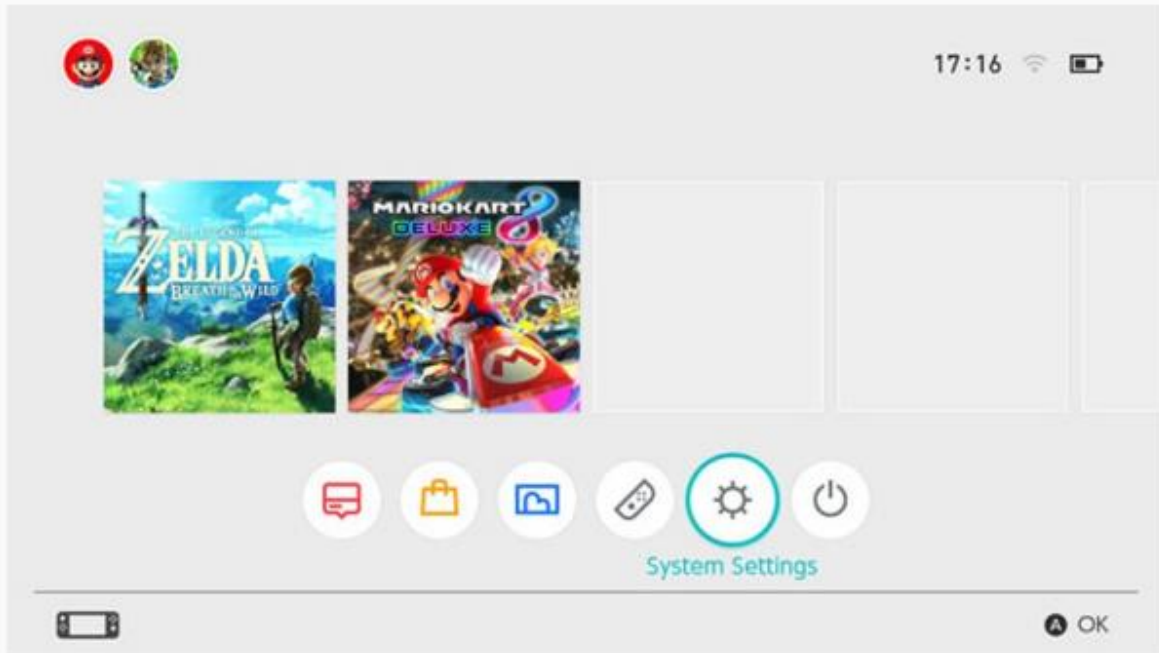
Setup

1. Connect the LAN adapter to the USB port on the Nintendo Switch dock, then use a LAN cable to connect the LAN adapter to the router.

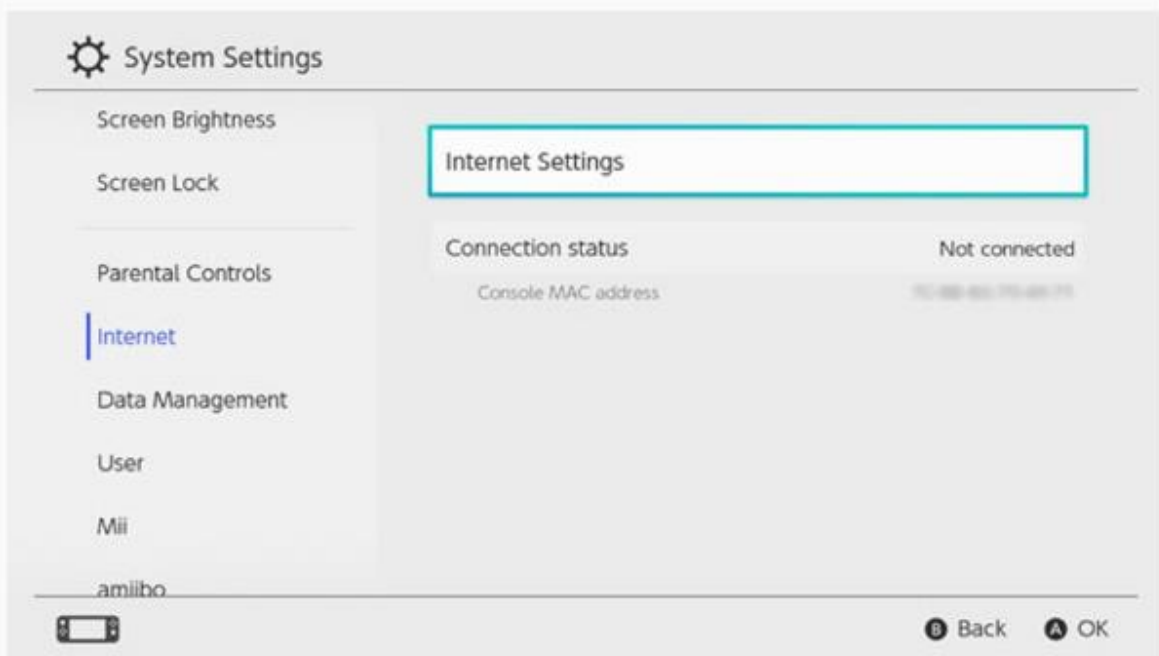


2. Look at the TV screen for the following steps.

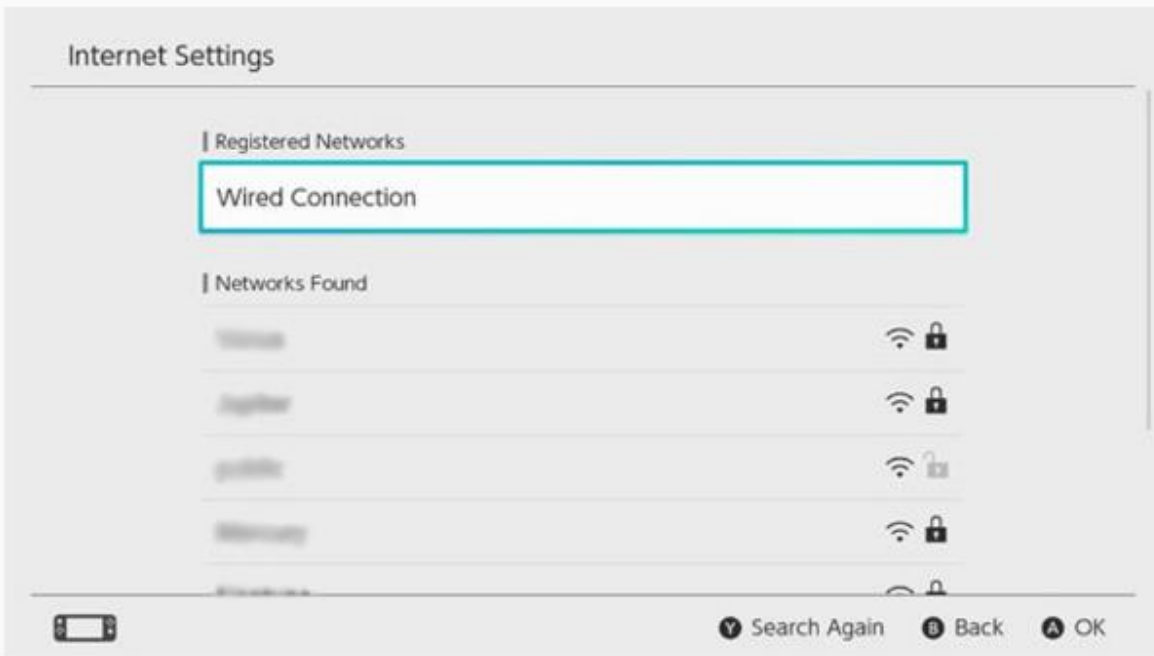
First, press the HOME Button to open the HOME Menu, then open System Settings.



3. Select Internet ⇒ Internet Settings.

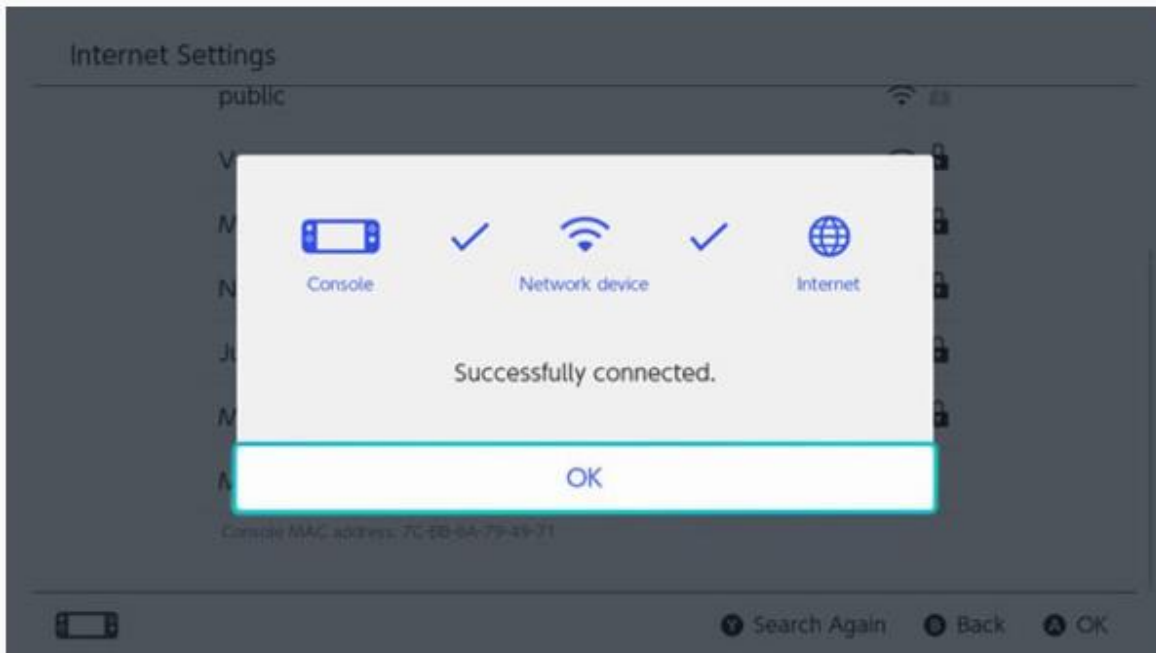


4. Select "Wired Connection" from the list of registered networks.



5. Select "Connect to the Internet via Wired Connection". If "Successfully connected" is displayed, the setup process is complete.

Click here if an error is displayed.



It can be helpful to set up both a wired and wireless connection.

*If you're just using a wired connection, your Nintendo Switch console will become unable to connect to the internet as soon as you remove it from the dock. However, if you also **set up a wireless connection**, your Nintendo Switch console will connect to Wi-Fi as soon as the wired connection is lost.*

Usage

1. [Play Modes](#)
2. [Controllers](#)
3. [Nintendo Switch Software](#)
4. [Linking a User to a Nintendo Account](#)
5. [Friends](#)

Play Modes

1. [TV mode](#)
2. [Tabletop mode](#)
3. [Handheld mode](#)

TV mode

This play mode allows you to play Nintendo Switch games on a bigger screen. You can play alone, or gather people around you to play together!



Using the console in TV mode

What you'll need, apart from the console:



Nintendo Switch dock



TV



HDMI cable



AC adapter (HAC-002)

How to connect

1. Open the cover on the back of the Nintendo Switch dock.

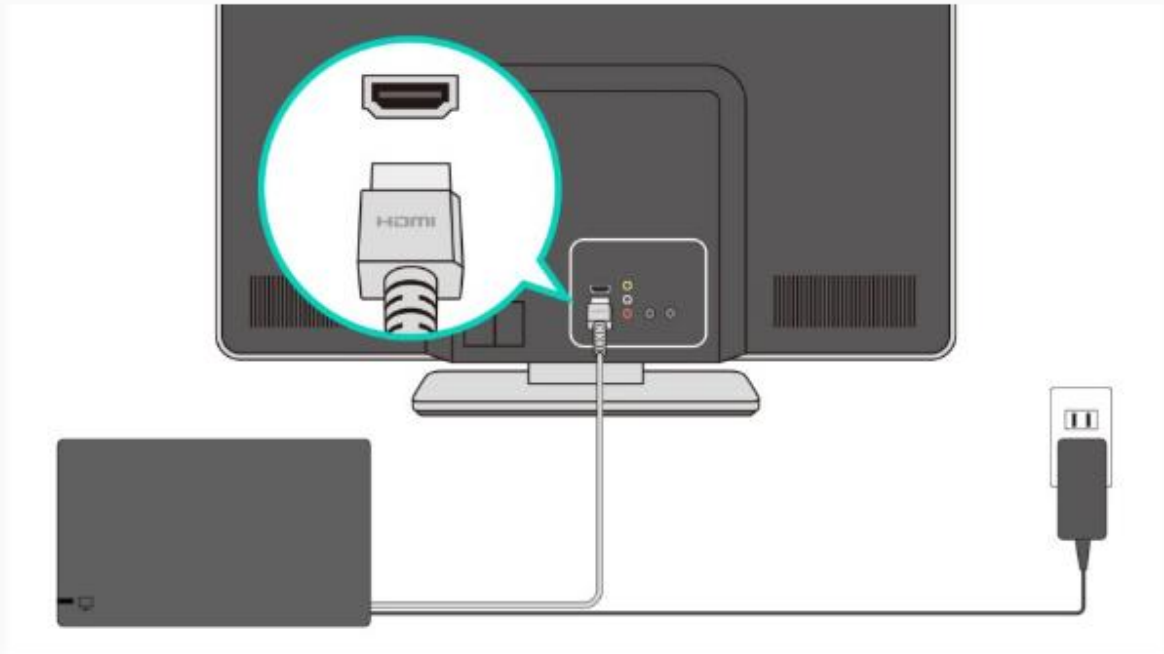


2. Connect the AC adapter to the top port and the HDMI cable to the bottom port, then close the cover.

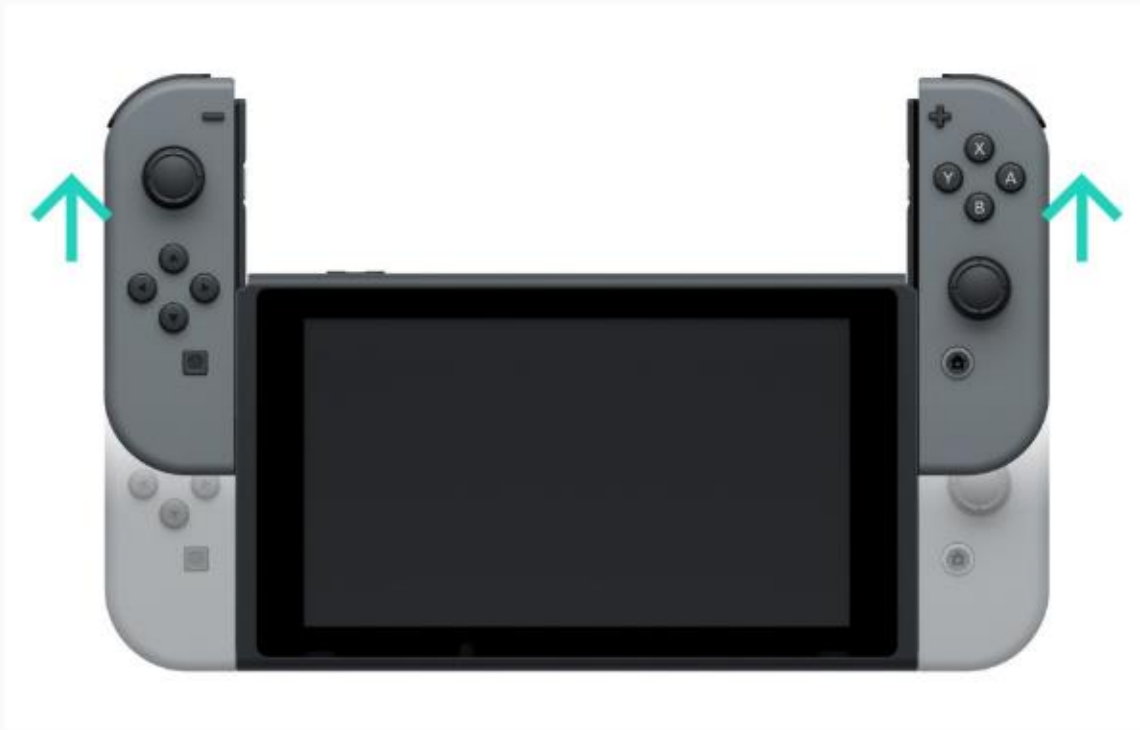


3. Connect the AC adapter to a power socket.

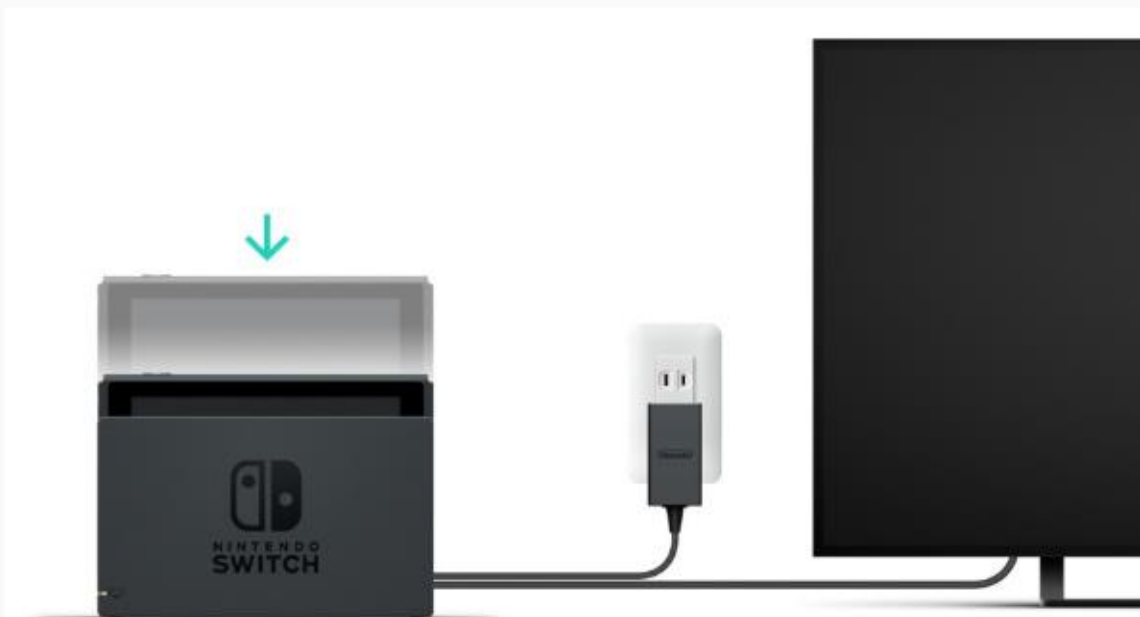
4. Connect the HDMI cable to the TV.



5. Detach the Joy-Con controllers from the console if you would like to use them while the console is in TV mode.



6. Align the console with the dock, then push the console down. If the console is sitting properly in the dock, the console screen will turn off.



7. Turn on the TV and make sure that the input channel is set to the HDMI input. Then, check to see whether the Nintendo Switch screen is being displayed on the TV.



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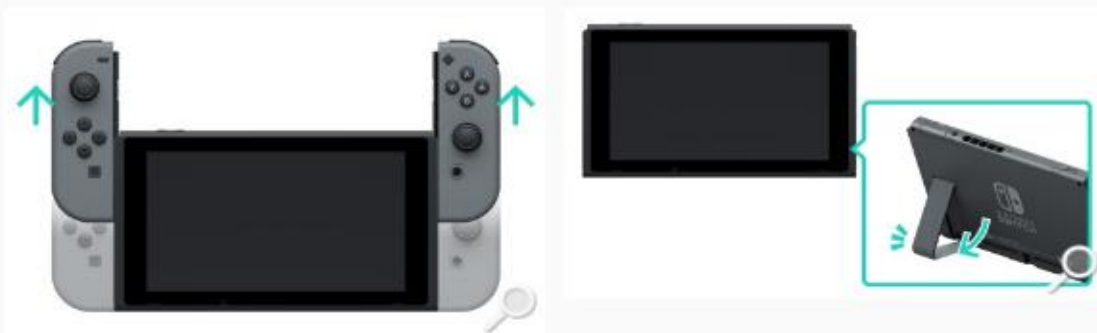
Tabletop mode

If you don't own a TV, you can still play by placing the console on a table or other flat surface. You can play with a friend by using one Joy-Con each.



Using the console in tabletop mode

Detach the Joy-Con controllers from the console, then open the stand on the back of the console to prop it up on a stable surface.



Handheld mode

With this mode, you can take the console with you and play wherever you like. It's good for trains and other tight spaces where putting the console down might be difficult.



Using the console in handheld mode

Attach both Joy-Con controllers to the console.



Controllers

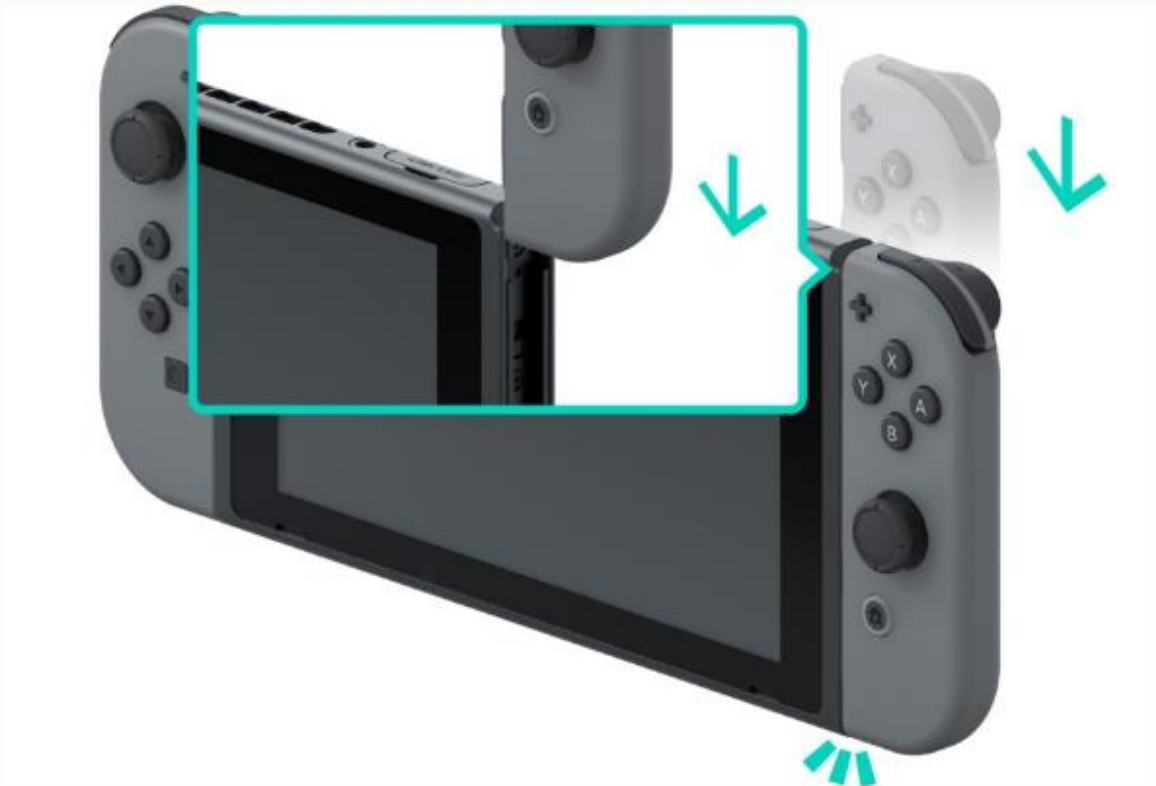
1. [Using the Joy-Con controllers](#)
2. [Using a Nintendo Switch Pro Controller](#)
3. [Attaching/Detaching the Joy-Con Strap Accessory](#)
4. [Attaching/Detaching the Joy-Con Controllers From the Joy-Con Grip](#)
5. [Holding the Joy-Con Controllers](#)

You can enjoy the Nintendo Switch console's three different play modes with the versatile Joy-Con controllers or the Nintendo Switch Pro Controller (sold separately).

Using the Joy-Con controllers

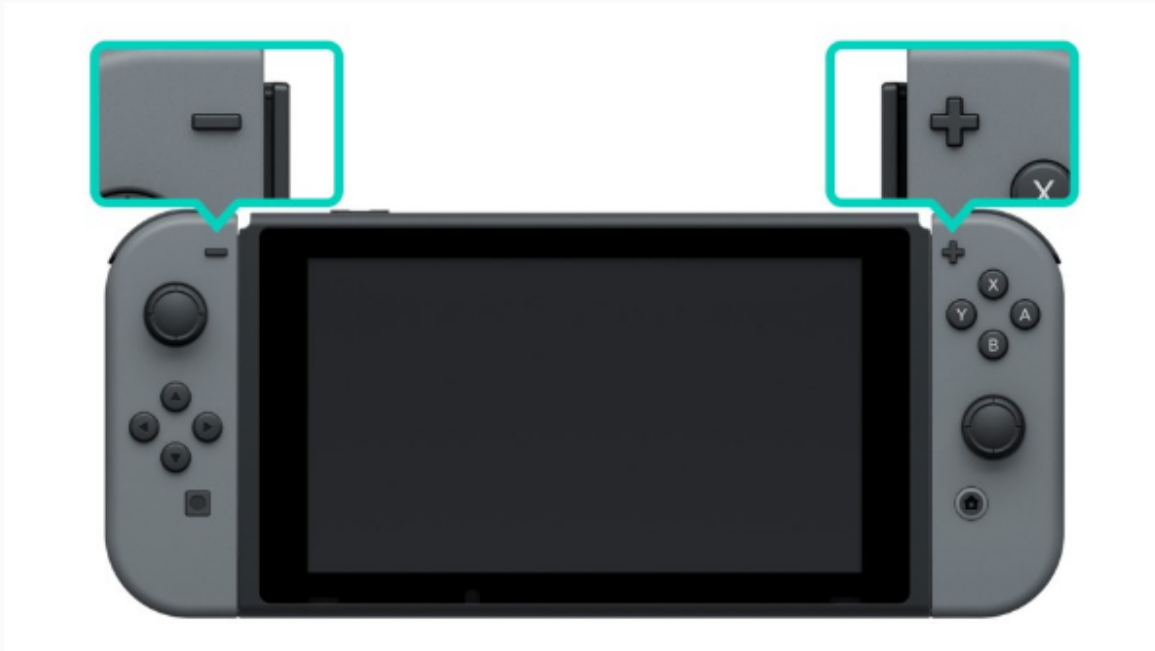
Attaching the Joy-Con controllers to the console

In handheld mode, you can play Nintendo Switch games with both Joy-Con controllers attached to the console. To attach them to the console, align them with the rails on either side of the console, then slide them down until you hear a click.



Be sure to attach the Joy-Con controllers correctly.

Make sure you attach the right and left Joy-Con controllers to the corresponding sides of the console. The left Joy-Con has the - Button and the right Joy-Con has the + Button.



You can pair the Joy-Con controllers to the console by attaching them once. Then you will be able to use them while detached from the console.

Up to 10 Joy-Con controllers can be paired to each console at a given time.

The Joy-Con controllers will remain paired when you detach them from the console, and you'll be able to use them wirelessly. If they run out of battery, attach them to the console when it's charging to recharge them.

Can I detach the Joy-Con controllers and use them with another console?

Each Joy-Con can only be paired to one console at a time.

To use a paired Joy-Con with a different console, you must attach the Joy-Con to that console to pair it.

You will need to do this again each time you'd like to change what console you are using the Joy-Con with.

Playing with the Joy-Con controllers detached from the console

You can use Joy-Con strap accessories when you are playing with the Joy-Con controllers detached from the console.



Using a Joy-Con grip accessory

You can attach the left and right Joy-Con controllers to a Joy-Con grip to use them as a single controller.



There's also a Joy-Con grip that can charge your Joy-Con controllers.

In addition to the normal Joy-Con grip included with the console, there's also a Joy-Con charging grip (sold separately).

If you have the charging grip, connect it to the Nintendo Switch dock using the USB charging cable (HAC-010) to charge the Joy-Con controllers. This way, you can play Nintendo Switch while the controllers are charging.

Using a Nintendo Switch Pro Controller

In addition to the Joy-Con controllers, you can also play Nintendo Switch with the Pro Controller (sold separately). This controller allows you to play comfortably for longer periods of time when the console is in TV mode or tabletop mode.

When you are using the console in TV mode, you can attach the Pro Controller to the dock with the USB charging cable (HAC-010) to pair or charge it.



When the Pro Controller is done charging, you can disconnect it from the USB charging cable and use it wirelessly.



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Attaching/Detaching the Joy-Con Strap Accessory

You can attach Joy-Con strap accessories to improve comfort and safety when you're playing with the Joy-Con controllers detached from the console.

How to attach

Match the + or - Button on the controller with the same symbol on the Joy-Con strap accessory, then slide the accessory along the rail.



Push up the slide lock on the bottom of the strap accessory to lock it in place after you attach it to the Joy-Con. Then, put on the wrist strap and push the button on the strap lock while adjusting the cord so that it doesn't slip from your hand.

How to detach

Push down on the slide lock to unlock the accessory, then grip the top of the accessory and slide it up.



Caution

Unlock the slide lock before removing the accessory.

You may damage the slide lock if you try to remove the accessory before unlocking it.

Attaching/Detaching the Joy-Con Controllers From the Joy-Con Grip

You can attach the left and right Joy-Con controllers to the Joy-Con grip to use them as a single controller.

How to attach

Remove the Joy-Con controllers from the console and slide them down the rails on either side of the Joy-Con grip.



How to detach

Hold down the release buttons on the backs of the Joy-Con controllers and pull them up.



Holding the Joy-Con Controllers

You can use one Joy-Con to control the console, or both at the same time. The way you hold them can change depending on the game you're playing, so here's an introduction to the ways the controllers are most commonly held.

Dual-controller grip

Both controllers are held upright, offering lots of buttons and the ability to move the controllers independently of one another.



Solo remote grip

A controller is held upright in one hand. One-handed button and motion controls are available.



Solo horizontal grip

A controller is held horizontally in both hands. Some games may involve you tilting the controller.



Nintendo Switch Software

1. [How to purchase downloadable software](#)
2. [How to play downloadable software](#)
3. [Active Console for Downloads](#)

There are two types of Nintendo Switch software: a retail version and a downloadable version. The contents of a game will be the same no matter which version you play.

Retail version



The retail version of a software title is the physical copy that you can buy in shops, etc.

To play the retail version of a software title, remove the game card from the packaging and insert it into the Nintendo Switch console.

→How to use a game card

Downloadable version

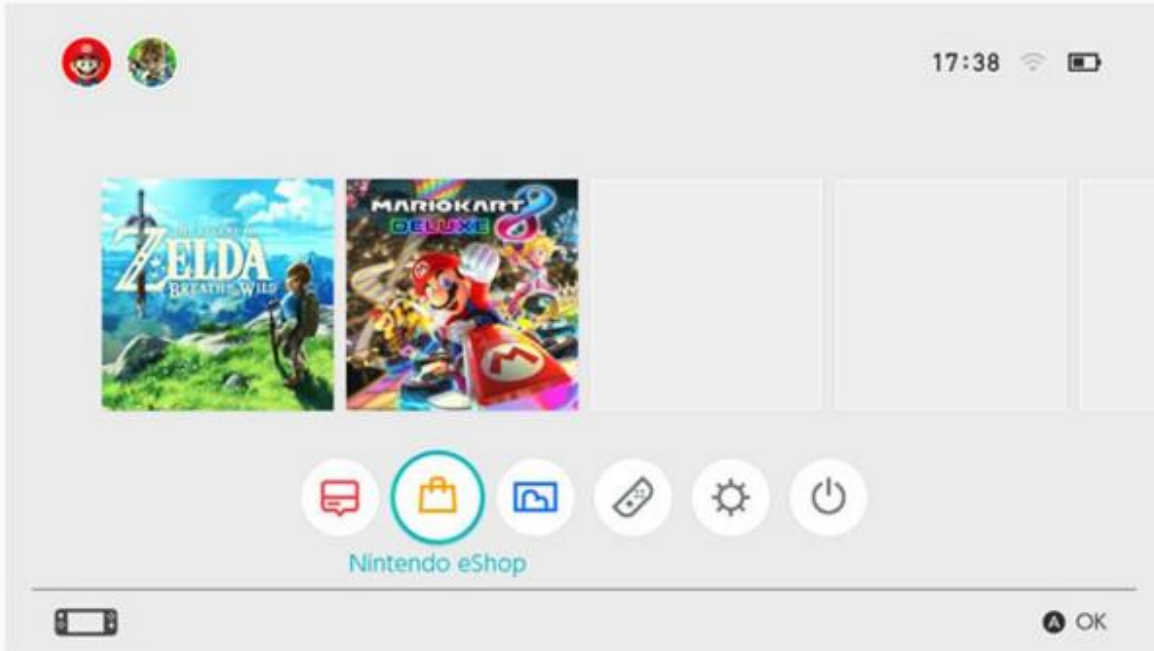
You can purchase the downloadable version of a software title in Nintendo eShop on the console or on the Nintendo homepage, etc. You can download the software to the Nintendo Switch console or to a microSD card.

Distinct features of downloadable software

- *You don't have to worry about losing your game cards.*
- *You can play different software without having to switch out the game cards.*

How to purchase downloadable software

You can purchase downloadable software from Nintendo eShop on the HOME Menu.

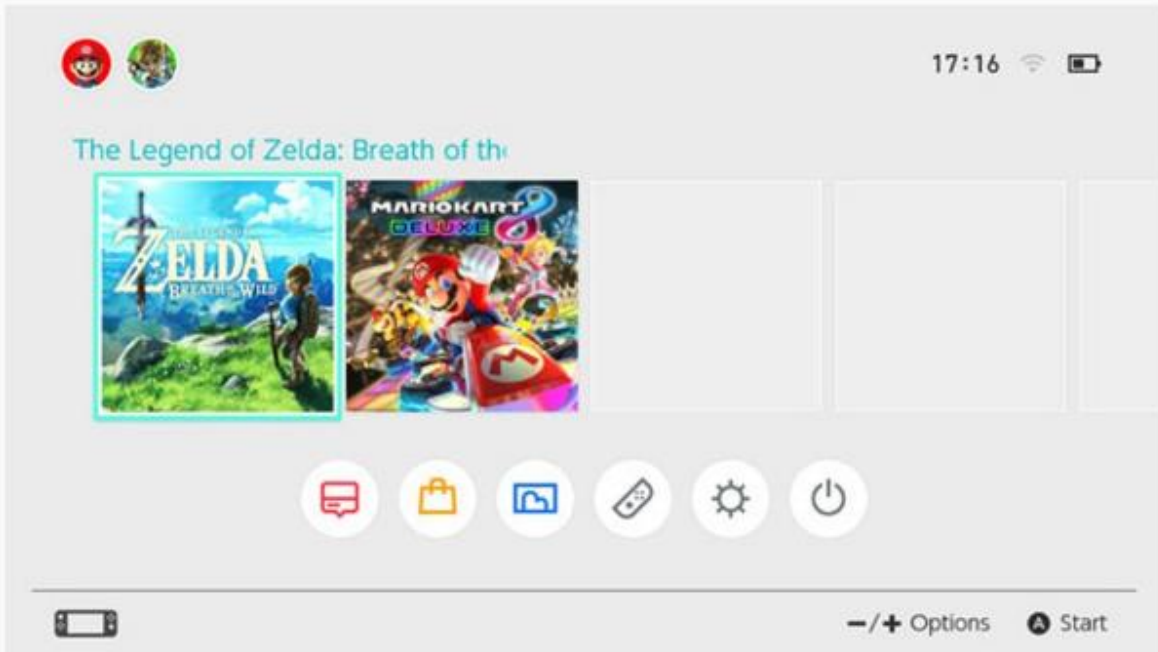


- *Linking to a Nintendo Account is required to use Nintendo eShop.*
- *You must have eShop funds in order to make a purchase on Nintendo eShop. You can add funds using a credit card or Nintendo eShop prepaid code.*

For more information about how to purchase software from the Nintendo homepage and which software titles can currently be purchased in this way, please [click here](#).

How to play downloadable software

Download the software from Nintendo eShop. Once the download is complete, select the appropriate software icon on the HOME Menu to start the software.



The first time you use Nintendo eShop, the console you are using will automatically be registered as the active console for downloads for your Nintendo Account.

Active Console for Downloads

One Nintendo Switch console can be registered as the active console for downloads for each Nintendo Account. Nintendo eShop software can only be purchased, downloaded and played on the console currently registered as the active console for that account.

The first time you use Nintendo eShop, the console you are using will automatically be registered as the active console for downloads for your Nintendo Account.

Downloaded software can be played by any user on that console.

FAQ - active console for downloads

- *In our household, we share one Nintendo Switch console. Can the same console be set as the active console for downloads for all of our Nintendo Accounts?*
- *I own multiple consoles. Can all of them be registered as active consoles for downloads?*
- *I recently exchanged my old console for a new one. Can I register the new one as my active console for downloads?*

Before exchanging/disposing of a Nintendo Switch console

Before you exchange or dispose of a Nintendo Switch console, please make sure that it is no longer registered as your active console for downloads.

If the console is registered as the active console for multiple Nintendo Accounts, deregister it individually for each Nintendo Account.

→Deregistering the console

Before exchanging/disposing of a Nintendo Switch console

Before you exchange or dispose of a Nintendo Switch console, please make sure that it is no longer registered as your active console for downloads.

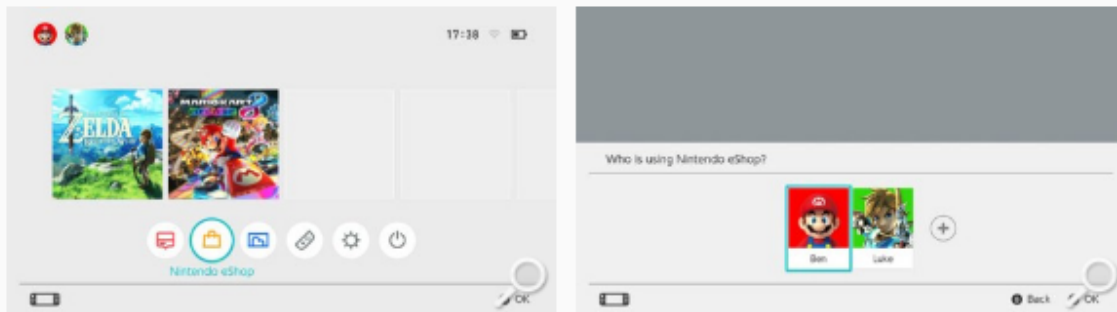
If the console is registered as the active console for multiple Nintendo Accounts, deregister it individually for each Nintendo Account.

→Deregistering the console

Checking the active console for downloads

In Nintendo eShop, you can check whether the console in use is registered as the active console for downloads.

1. Go to Nintendo eShop on the HOME Menu, then select the appropriate user.



2. Select the user icon ("Account Information") on the top right of the screen. Go to "active console for downloads" and check whether the console is active.

Deregistering the console

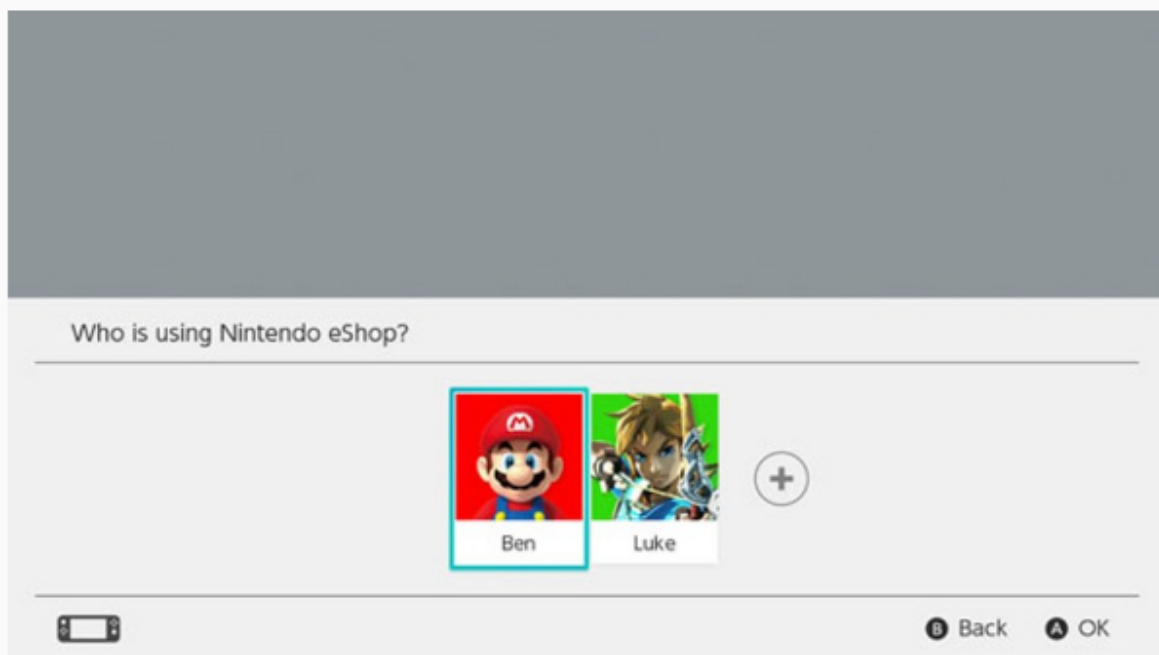
If you would like to register a different console as the active console for downloads for a Nintendo Account, you must first deregister the current console.

This process can only be done using the active console itself. Furthermore, if a console is deregistered from a Nintendo Account, any software purchased using that Nintendo Account will no longer be playable on the console.

Software purchased using a Nintendo Account can be redownloaded on a console by registering that console as the active console for downloads for the Nintendo Account.

Deregistration process

1. Go to Nintendo eShop on the HOME Menu, then select the appropriate user.



2. Select the user icon ("Account Information") on the top right of the screen. Go to active console for downloads and select "Deregister" to deregister the console.

Registering another console as the active console for downloads

Link your Nintendo Account to a user on the console. Then, access Nintendo eShop with that user to automatically register the console as the active console for downloads for that Nintendo Account. Once the console is registered, you will need to redownload the Nintendo Switch software you purchased using that Nintendo Account.

The active console for downloads will also be deregistered in the following situations:

- *If the Nintendo Account is unlinked from the user*
- *If the user linked to the given Nintendo Account is deleted*
- *If the console is restored to factory settings*

Linking a User to a Nintendo Account

1. [Child Account](#)

Linking a User to a Nintendo Account

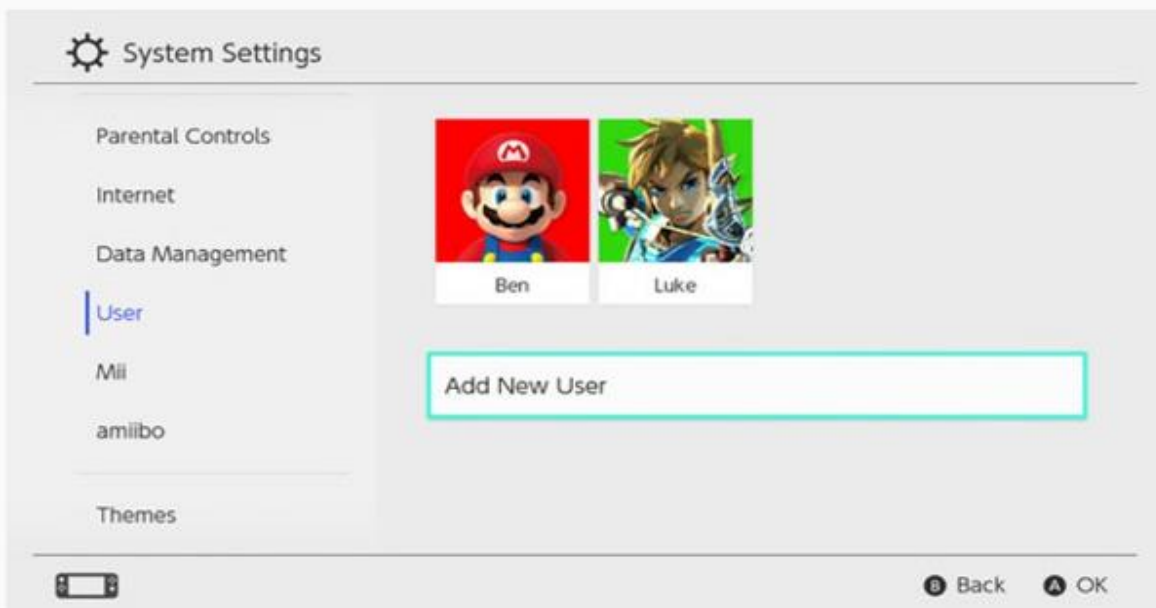
Nintendo Switch is a console everyone can enjoy. Each person can create a user on the console which will store their save data when they play Nintendo Switch.

If you link a user to a Nintendo Account, you can use internet features like Nintendo eShop and friend features.

You can create up to eight users on a single console.

Adding a user

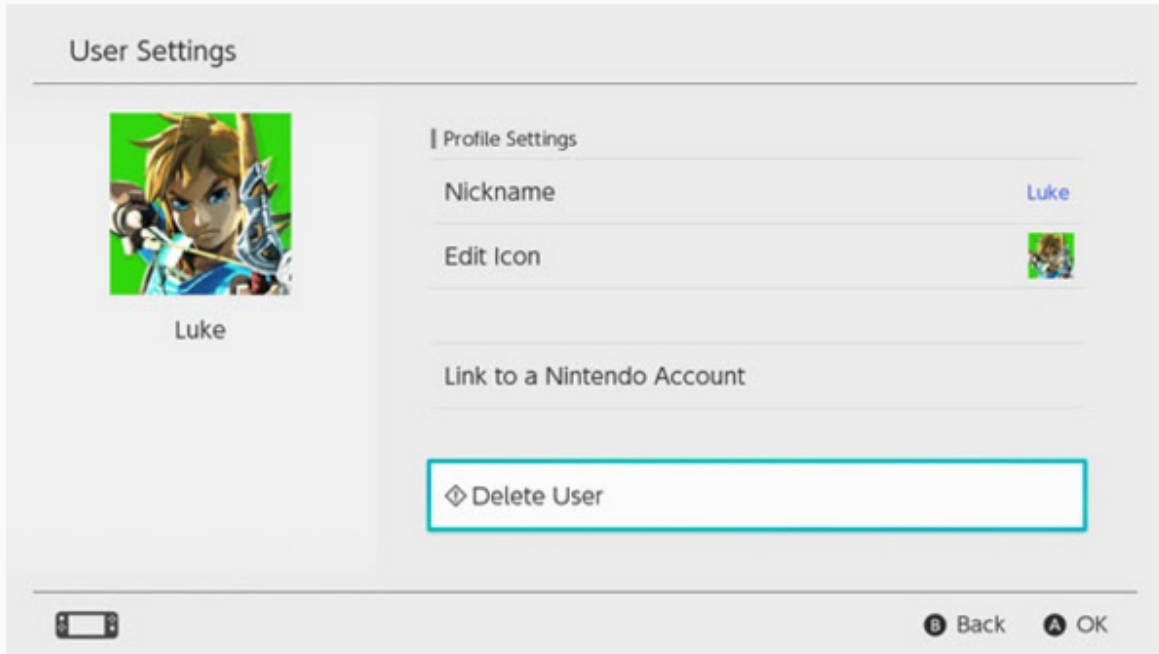
You can add a user to the console by opening System Settings on the HOME Menu and selecting User ⇒ Add New User.



Deleting a user

Deleting a user from the console will also delete all of that user's save data.

You can delete a user by going to System Settings ⇒ User and selecting "Delete User".



Linking to a Nintendo Account

What is a Nintendo Account?

A Nintendo Account enables the use of My Nintendo services and certain smart device applications.

On the Nintendo Switch console, linking a user to a Nintendo Account lets you use online features.

→Creating a Nintendo Account

You must be aged 13 or over to create a Nintendo Account. You'll need an adult to create an account for you if you are 12 or under.

Features available after linking

Each user on a Nintendo Switch console can link a single Nintendo Account. Linking allows you to use online features, including the following:

- *Online multiplayer**
- *Friend features*
- *Nintendo eShop*
- *Posting screenshots to social networks*

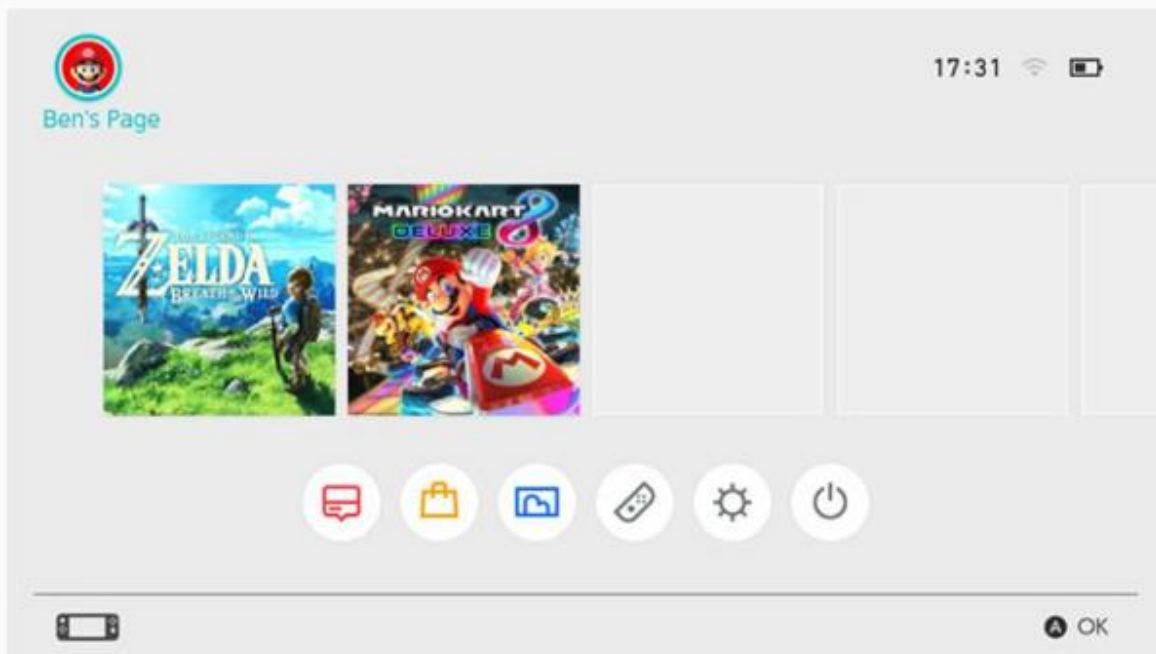
**With the exception of certain software and services, membership will be required for online play using your Nintendo Switch console. You can try this service for free until autumn 2017.*

A Nintendo Account (free of charge) is required to use this service.

You will need to register your console as the active console for downloads for your Nintendo Account if you want to make purchases in Nintendo eShop.

How linking works

1. **Connect the console to the internet.**
2. Touch the user icon on the HOME Menu to go to your user page, then select Profile ⇒ Link to a Nintendo Account.



3. Follow the on-screen instructions to link your Nintendo Account.

Child Account

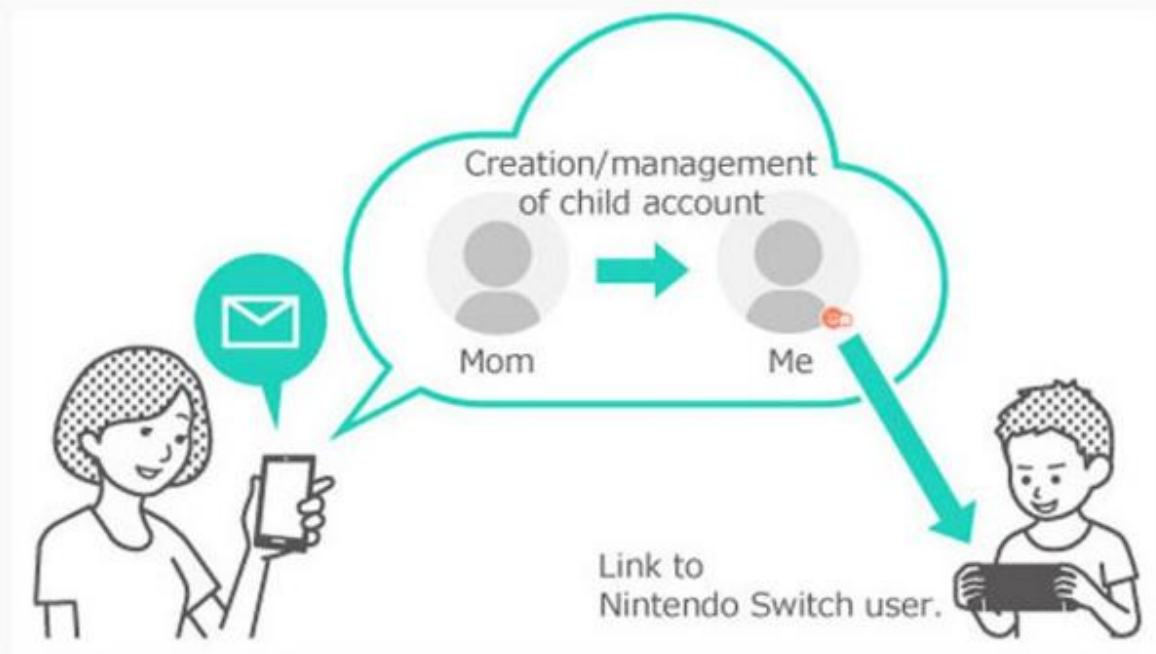
Create a child account so that your child can safely use online features

Link a child account to your child's user on the Nintendo Switch console if they are aged 12 or under and would like to use the console's online features. A child account is an account that a parent or guardian can create from within their own Nintendo Account.

The parent or guardian can also change the password for a child account.

If the parent or guardian changes the password for a child account, the password will need to be re-entered on the console in order to play online.

It may take a while for this change to be reflected on the console.



How is a child account different from a regular Nintendo Account?

A child account is one that is created/managed by a parent or guardian's Nintendo Account and can be used to set restrictions on the child's gameplay. Settings and restrictions on the child account can be selected, changed and deleted from the parent or guardian's Nintendo Account.

You can use a child account to restrict Nintendo eShop purchases on the console or can choose to have a notification sent to the email address registered to your Nintendo Account whenever your child makes a purchase in Nintendo eShop.

Restrictions that can be set on a child account

The following restrictions can be set for when the user linked to the child account accesses Nintendo eShop:

- *Restrict all software purchases*
- *Hide software information rated above the set age rating*

Creating a child account

A regular Nintendo Account is required to create a child account. If you are a parent or guardian and want to create a child account for your child, you must first create a Nintendo Account for yourself if you do not have one already.

Once you have **created a Nintendo Account**, you can **create a child account** from the Nintendo Account settings screen.

Please be aware that, if you delete your Nintendo Account, any child account linked to it will automatically be deleted.

Click here for more information about how to link a user on the Nintendo Switch console to a Nintendo Account.

Friends

1. [Adding friends](#)
2. [Managing friends](#)

Adding friends

Select the user icon (user page) on the HOME Menu, then select "Add Friend".

There are two ways to become friends with someone: send them a friend request that they accept, or accept a friend request that they've sent to you.

Either method requires an internet connection.

Sending friend requests

You can send a friend request using the following methods:

- *Send to local users*
- *Send to users you've played with*
- *Send via friend code*

Send to local users

You can send friend requests to nearby people with Nintendo Switch consoles.

Select "Search for Local Users" and follow the on-screen instructions.

If your console is not connected to the internet, your friend request will be saved temporarily and will be sent automatically the next time you connect to the internet.

Send to users you've played with

You can send friend requests to users you've played with online.

Select "Search for Users You've Played With", then select the user you'd like to become friends with and send them a friend request.

Send via friend code

A friend code is a number that is issued to each user once they have linked to a Nintendo Account.

Have the person you'd like to become friends with tell you their friend code. Then select "Search with Friend Code" and send them a friend request.

You can check your friend code on the "Profile" screen.

You can also check your friend code from User Settings ⇒ Friend Settings.

Friend suggestions

If your Nintendo Account is also linked to apps like Miitomo, users who you're friends with on those apps will be displayed and can easily be added as friends on Nintendo Switch.

If you don't want suggested friends to be displayed, visit the Nintendo Account website via a smart device or PC and select "Friend Suggestions" to change your settings.

Managing friends

You can check a friend's online status from Friend List in your user page. Each user can register up to 300 friends.

Select a friend to display more detailed information about that user.

Making someone a best friend will send them to the top of your friend list. You can also select "Options" to delete a user or add them to your blocked-user list.

What happens if I block someone?

You will not receive friend requests sent to you by blocked users, and you will be unlikely to encounter those users online (excluding some games and game modes). You can block users from your friend list or by selecting Add Friend ⇒ Search for Users You've Played With.

Blocked users will not be notified that you have blocked them. You can check your blocked-user list and unblock users from User Settings ⇒ Manage Blocked-User List in your user page.

FAQ

1. [How do I turn the Nintendo Switch console off?](#)
2. [After touching a Nintendo Switch game card, my hand has a strange bitter taste. Could this be harmful?](#)

How do I turn the Nintendo Switch console off?

It's recommended that you put the console into sleep mode when you stop playing. This will reduce battery consumption and will allow you to quickly resume playing.

Other ways to enter/exit sleep mode >

If you want to turn the console off completely, do the following:

1. Hold the **POWER** Button for three seconds to open the Power Menu.
2. Select "Power Options" and then "Power Off".

Make sure you save your progress in a game before turning off the power. Any unsaved progress will be lost.

After touching a Nintendo Switch game card, my hand has a strange bitter taste. Could this be harmful?

This is not harmful to your health. Nintendo Switch game cards are coated in a bitter-tasting substance (denatonium benzoate).

Troubleshooting

1. [The Nintendo Switch console won't turn on.](#)
2. [The Nintendo Switch console is going into sleep mode or turning off on its own.](#)
3. [The Nintendo Switch console won't charge, is taking a long time to charge or won't run for very long even with a full charge.](#)
4. [The Nintendo Switch console gets hot.](#)
5. [There are rainbow-coloured ripples on the Nintendo Switch console's screen.](#)
6. [There are black or bright dots on the Nintendo Switch screen that do not go away, or there are dark or light patches on the screen.](#)
7. [The image on the Nintendo Switch screen is distorted or the sound is cutting out.](#)
8. [The Nintendo Switch console's screen brightness changes suddenly.](#)
9. [Nothing displays on the Nintendo Switch screen.](#)
10. [The Nintendo Switch screen is black and isn't responding to input.](#)
11. [I can hear little or no sound coming from the Nintendo Switch console.](#)
12. [The Nintendo Switch screen is frozen or won't work.](#)
13. [The Nintendo Switch console is doing things on its own or isn't working properly.](#)
14. [The touch screen is not functioning correctly.](#)
15. [The Nintendo Switch console isn't recognising my controller.](#)
16. [I don't want to receive news about games or software. How do I turn it off?](#)
17. [I am not receiving any game-related news.](#)
18. [I can't take screenshots or the Capture Button doesn't work.](#)

The Nintendo Switch console won't turn on.

Has the battery run out?

- *Try charging the console.*

The console may be frozen.

- *There is a chance that the console has frozen with a black screen. Look at the console in a darkened room and see if any light is coming from the screen. If so, the console has frozen. Hold the POWER Button for 12 seconds or more to turn the console off.*

Then, press the POWER Button to turn the console on again.

The Nintendo Switch console is going into sleep mode or turning off on its own.

Has the console been left alone for a while with no input?

- *The console might have automatically gone into sleep mode to conserve energy. If a set amount of time goes by with no input, the console will go into auto-sleep mode. By default, the console is set to enter auto-sleep mode after an hour in TV mode or ten minutes in handheld mode.*

You can change the auto-sleep settings by opening System Settings ⇒ Sleep Mode on the HOME Menu.

Is the console out of battery?

- *Try charging the console.*

Has a play time limit been set using the Nintendo Switch Parental Controls app?

- *Check the settings in the Nintendo Switch Parental Controls app.*

Is there dust in the console's air intake or air vent?

Is the console in a place that might grow hot, or on top of some kind of audiovisual equipment?

- *Make sure not to leave the console in a place where it might get too hot, as it will automatically go into sleep mode if it overheats. The console may not turn on if dust has gathered in its air intake and/or air vent. If this happens, please [contact Nintendo Customer Support](#).*

The Nintendo Switch console won't charge, is taking a long time to charge or won't run for very long even with a full charge.

Is the Nintendo Switch console charging correctly?

- A charging symbol will appear on the upper left of the screen when the console begins **charging** correctly.

Are you using the console in TV mode?

- The console will take longer to charge when it's being used in TV mode, as the battery is consumed faster when outputting to the TV.

Are you using the AC adapter (HAC-002)?

- Please use the Nintendo Switch AC adapter (HAC-002) to charge the console.

Is the AC adapter correctly connected to the console and the power socket?

- Check that the AC adapter is connected correctly. If the console still isn't charging properly, disconnect the AC adapter from the console and the power socket, then wait at least 20 seconds and try again.

Is the console in a place that is too hot or too cold?

- Please charge the console in a place where the temperature is between 5 and 35°C.

Has it been a long time since the console was charged?

- The console's battery is drained even when you're not using it. If too much time passes, the console may become unable to charge. Please charge the console at least once every six months.

Have you been repeatedly charging the console?

- The console's battery life will gradually be reduced with repeated charging. When the battery life becomes extremely short, even if the console still charges correctly, it's a sign that the battery needs to be replaced. If this happens, please submit an online repair ticket to request a battery change.

The Nintendo Switch console gets hot.

Are you using the console in a place that may be too hot?

- *If the surrounding temperature is too hot, the console may overheat. The console should be used in a place where the temperature is between 5 and 35°C. Stop using the console if it becomes too hot while playing in handheld mode, as this may lead to skin burns.*

The console may become hot during charging or when it's being used in TV mode, but this is normal and should not be considered a defect.

There are rainbow-coloured ripples on the Nintendo Switch console's screen.

If you are using a screen protector, rainbow-coloured ripples may sometimes appear on the console's screen. This is normal.

There are black or bright dots on the Nintendo Switch screen that do not go away, or there are dark or light patches on the screen.

Small numbers of stuck or dead pixels are a characteristic of LCD screens. These are normal and should not be considered a defect.

The image on the Nintendo Switch screen is distorted or the sound is cutting out.

Are you playing online?

- *When playing online, the sound or display on the console may be disrupted depending on the quality of your internet connection.*

Is it possible that radio wave interference could be disrupting the console?

- *There may be devices near the console that can disrupt radio waves, such as audiovisual equipment, microwaves, cordless devices, and metal TV stands or racks. Try moving the console to a different location and see if that fixes the problem.*

The Nintendo Switch console's screen brightness changes suddenly.

Is your hand or an object covering the console's brightness sensor?

- *The brightness sensor automatically adjusts the screen brightness depending on the light level of the surrounding area.*

Hold the HOME Button for one second or more to open Quick Settings and turn Automatic Brightness to "Off".

You can also do this from "Screen Brightness" in System Settings.

Nothing displays on the Nintendo Switch screen.

Is the console in sleep mode?

- *Wake the console from sleep mode.*

Is the console off?

- *Press the POWER Button to turn the console on.*

If the console won't turn on, there's a chance that the battery is empty. Try [charging the console](#).

The console may be frozen.

- *There is a chance that the console has frozen with a black screen. Look at the console in a darkened room and see if any light is coming from the screen. If so, the console has frozen. Hold the POWER Button for 12 seconds or more to turn the console off.*

Then, press the POWER Button to turn the console on again.

The Nintendo Switch screen is black and isn't responding to input.

The console may be frozen.

- *There is a chance that the console has frozen with a black screen. Look at the console in a darkened room and see if any light is coming from the screen. If so, the console has frozen. Hold the POWER Button for 12 seconds or more to turn the console off.*

Then, press the POWER Button to turn the console on again.

I can hear little or no sound coming from the Nintendo Switch console.

Are you playing in TV mode?

- *No sound will come out of the Nintendo Switch console speakers when the console is in TV mode.*

Please check the volume on your TV.

Is the volume low on the console?

- *Use the volume buttons on the console to turn the volume up or down.*

Is your hand or a screen protector covering the speakers on the console?

Are headphones connected to the console's audio jack?

- *No sound will come out of the console speakers when headphones are connected.*

The Nintendo Switch screen is frozen or won't work.

Is the Nintendo Switch console recognising the controller?

- *Check whether the controllers are properly connected to or paired to the console.*

Is the game card slot or microSD card slot dirty?

- *Wipe any dirt away with a soft, dry cloth.*

Make sure to wipe the slots gently to avoid damaging them.

The Nintendo Switch console may be frozen.

- *If the console freezes and won't respond to any input, hold the POWER Button for 12 seconds or more to turn the console off.*

Then, turn the console on again.

The Nintendo Switch console is doing things on its own or isn't working properly.

There is a possibility that the console is receiving input from another controller.

- *Open System Settings from the HOME Menu, then select **Controllers and Sensors** ⇒ **Disconnect Controllers** to disconnect all controllers and delete controller pairings.*

You will then need to pair the controller that you'd like to use to the console.

The Joy-Con controllers will pair automatically when they are attached to the console.

When the console is in TV mode, you can pair a Nintendo Switch Pro Controller by connecting it to the Nintendo Switch dock using the USB charging cable.

A problem may have occurred with the control sticks.

- *Open System Settings from the HOME Menu, then select **Controllers and Sensors** ⇒ **Calibrate Control Sticks** to see if this fixes the problem.*

A problem may have occurred with the gyroscope.

- *Open System Settings from the HOME Menu, then select **Controllers and Sensors** ⇒ **Calibrate Motion Controls** to see if this fixes the problem.*

Please check to make sure that there are no problems with controller buttons.

- *Open System Settings from the HOME Menu, then select **Controllers and Sensors** ⇒ **Test Input Devices** ⇒ **Test Controller Buttons** to make sure that the buttons are functioning correctly.*

If you try all of the above suggestions and nothing fixes the problem, please contact **Nintendo Customer Support**.

The touch screen is not functioning correctly.

Are you using a screen protector?

- *Try removing the screen protector and see if this fixes the problem.*

Reattach the screen protector, making sure that no dirt or air is trapped between the screen protector and the screen.

Use the Nintendo Switch screen protector (HAC-018) (sold separately) if you are not doing so already.

Check to make sure that the touch screen is working properly.

- *Open System Settings from the HOME Menu, then select Controllers and Sensors ⇒ Test Input Devices ⇒ Test Touch Screen.*
- *If the touch screen is still not working properly, please contact [Nintendo Customer Support](#).*

The Nintendo Switch console isn't recognising my controller.

Is the controller connected?

1. Open *Controllers* on the *HOME* Menu to check what controllers are currently connected.
2. If the controller is not being recognised by the console, select *"Change Grip/Order"* to reconnect it.

Are you too far from the Nintendo Switch console?

- See if getting closer to the console solves the problem.

Is the controller out of battery?

- Try charging the controller.

How to Charge

Is flight mode on?

- Open *System Settings* on the *HOME* Menu, then select *"Flight Mode"* and turn flight mode off.
 - Wireless communication may not be allowed in certain places such as aeroplanes or hospitals. In these places, make sure that you turn flight mode on and play with the Joy-Con controllers attached to the console.

Is the controller paired to the Nintendo Switch console?

- Pair the controller to the console.
 - If you are using the Joy-Con controllers, attach them to the console to pair them.
 - When the console is in TV mode, you can pair a Nintendo Switch Pro Controller by connecting it to the Nintendo Switch dock using the USB charging cable.

Controllers

Is the player LED flashing?

- *If the player LED is flashing, this means that the controller is connecting to the console. Please wait.*

Have you already connected eight other controllers to the console?

- *Up to eight controllers can be connected to one Nintendo Switch console at a given time.*

Is it possible that radio wave interference could be disrupting the console?

- *Problems with the console may be caused by nearby devices that can disrupt radio waves, such as audiovisual equipment, microwaves, cordless devices, and metal TV stands or racks. Try moving the console to a different location and see if that fixes the problem.*

I don't want to receive news about games or software. How do I turn it off?

From the HOME Menu, open System Settings ⇒ System ⇒ Receive News to adjust this setting.

- *Notifications from the Nintendo Switch Information Centre, such as information on how to enhance your Nintendo Switch play experience or notifications about system updates, will be received regardless of this setting."*

I am not receiving any game-related news.

Have you disabled the news feature?

- *To adjust this setting, open System Settings from the HOME Menu, then select System ⇒ Receive News.*

I can't take screenshots or the Capture Button doesn't work.

Is the message "Unable to take a capture now." displayed?

- *It may not be possible to take screenshots in all software, and in some software screenshots may only be possible at certain times.*

Is the controller connected to the Nintendo Switch console?

- *Please check if other buttons on the controller are working. If not, refer to [The Nintendo Switch console isn't recognising my controller.](#)*

Storage

1. [Data Management](#)
2. [microSD Cards](#)
3. [Restoring Factory Settings](#)

Data Management

1. [Managing software data](#)
2. [Managing save data/screenshots](#)

Here's an introduction to the types of data that can be saved on Nintendo Switch and the different ways you can manage that data.

Types of data

- *Software data*
- *Save data*
- *Screenshots taken using the Capture Button*

What is software data?

Software data includes downloadable versions of software, downloadable content and update data. It doesn't include save data.

Save destinations for data

The data mentioned above can be saved in the following locations:

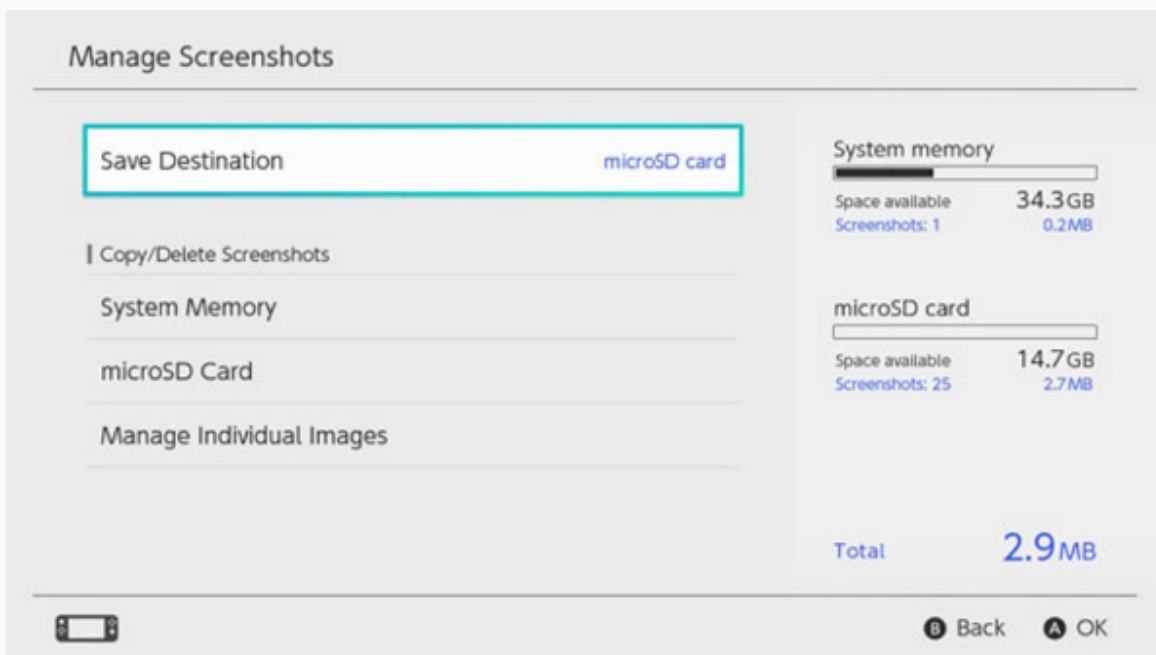
- *The console's system memory*
- *A microSD card*

The possible save destinations differ depending on the type of data.

- *Software data/screenshots*

This data is saved to a microSD card if one is inserted and will be saved to the system memory if the microSD card is full.

- *You can select a save destination for screenshots via System Settings ⇒ Data Management ⇒ Save Data/Screenshots ⇒ Manage Screenshots.*



- *Save data*

This data is saved in the console's system memory.

Even if you are playing the retail version of a game, this data will not be saved to the game card. It cannot be saved to a microSD card either.

Managing software data

On Nintendo Switch, you can archive software data to clear up free space in a given save destination. Only save data and the icon on the HOME Menu will remain for archived software.

If you would like to archive software, select that software on the HOME Menu, press the + or - Button and then select Data Management ⇒ Archive Software.

Only the icon on the HOME Menu will remain for archived software. An icon will display before the software name to show that it has been archived.

You can select this icon to redownload the software.

- *Redownloading may not be possible for software that is no longer being distributed.*

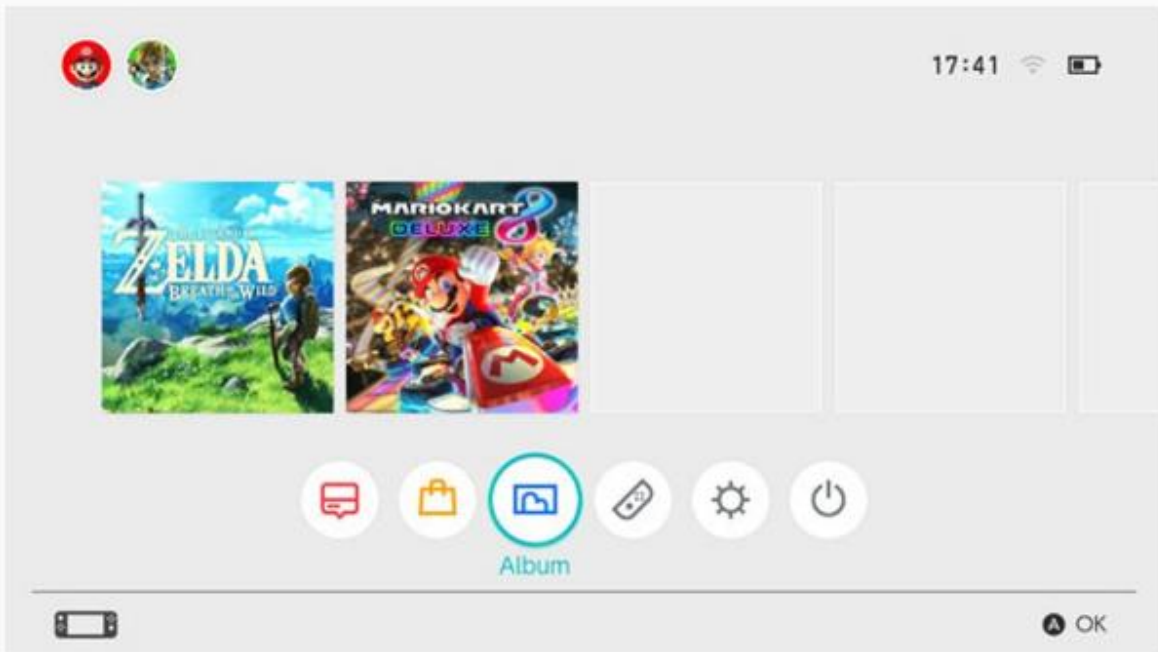
If you want to delete the software icon, too

Open the options menu for the software you'd like to delete, then select Data Management ⇒ Delete Software. Save data will not be deleted.

Managing save data/screenshots

Screenshots

Open Album on the HOME Menu, then press the X Button on the list of screenshots to select images to delete.

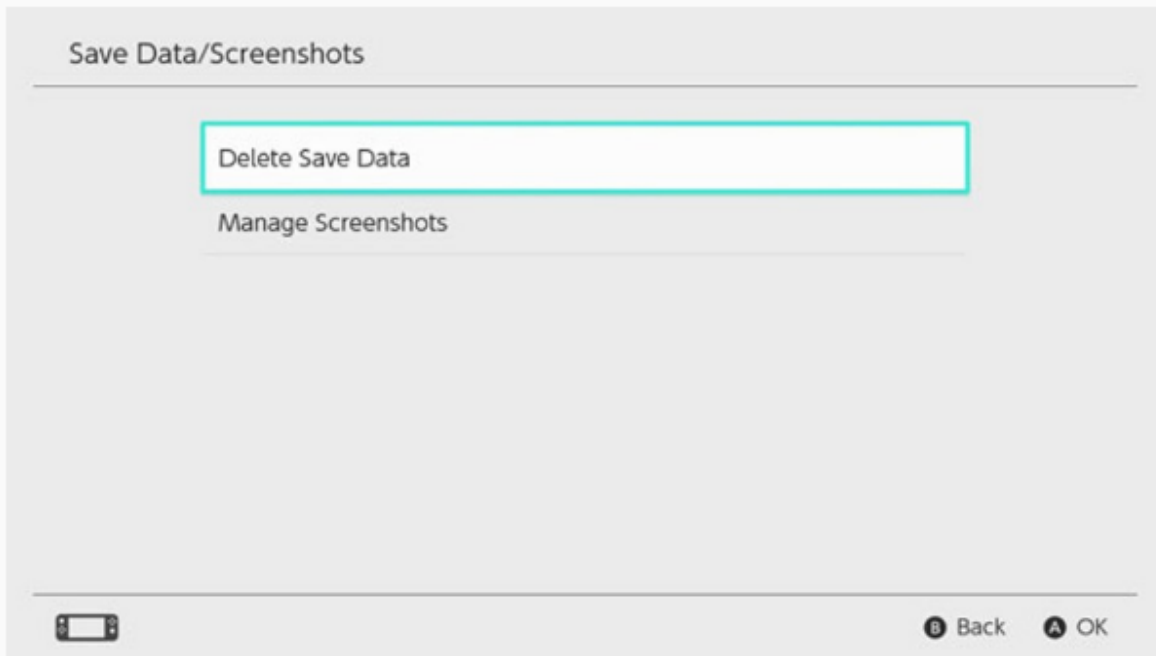


If you'd like to manage all of your screenshots at once, go to System Settings ⇒ Data Management ⇒ Save Data/Screenshots ⇒ Manage Screenshots. There you can delete all of your screenshots or copy data between the microSD card and the system memory.

Save data

All of your save data will be saved in the system memory.

You can delete save data for each individual software via System Settings ⇒ Data Management ⇒ Save Data/Screenshots ⇒ Delete Save Data.



Deleting all data

You can delete all data and return the Nintendo Switch console to the state you bought it in by restoring factory settings.

All information saved on the Nintendo Switch console, including user information, internet settings and game-related news articles, will be deleted.

→Restoring the console to factory settings

microSD Cards

1. [Supported microSD cards](#)
2. [Inserting a microSD card into the console](#)
3. [Formatting the microSD card](#)

Downloaded software and screenshots can be saved to a microSD card (sold separately). We recommend using a microSD card if you're running out of space in the console's system memory and want to download software from Nintendo eShop.

Supported microSD cards

The following types of microSD card can be used with the Nintendo Switch console:



- To use a microSDXC memory card, you must first [connect the console to the internet](#) and perform a [system update](#).

We recommend that you use a high-speed microSD card to get the most out of your Nintendo Switch console.

A high-speed microSD card:

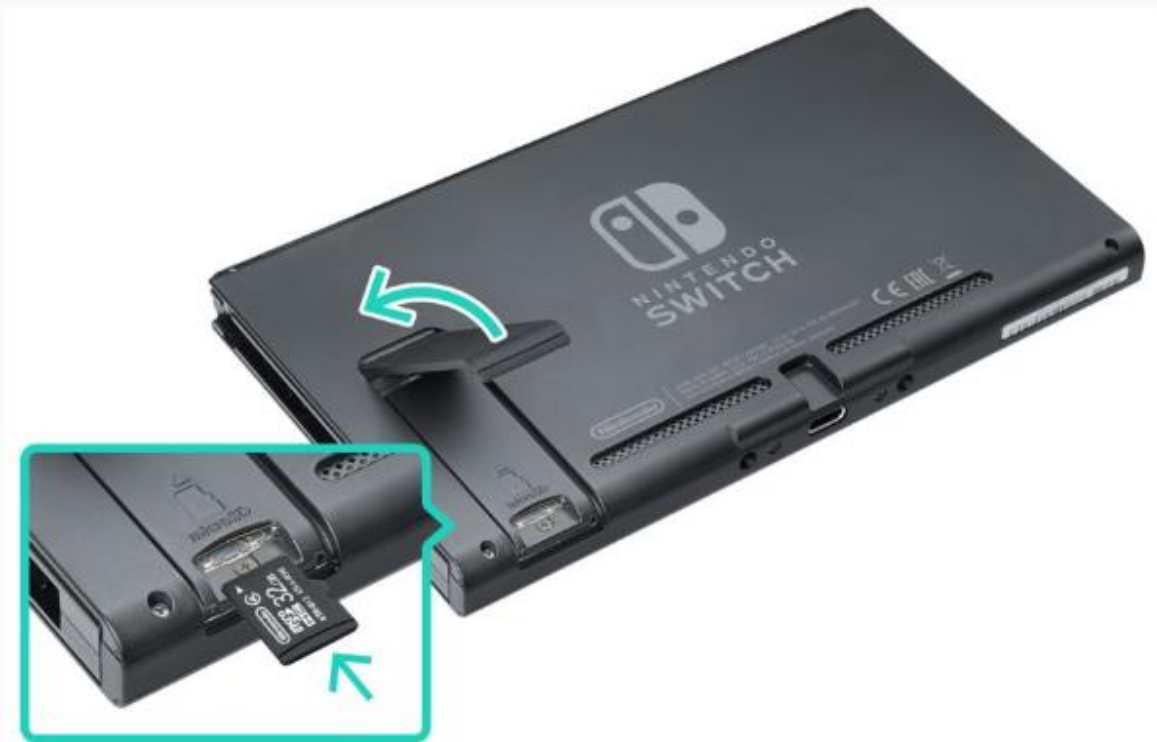
- *supports UHS-I (Ultra High Speed Phase I)*
- *has a read/write speed of 60-95MB/s (the higher the read/write speed, the better)*

→About UHS-I

The microSD logo, the microSDHC logo and the microSDXC logo are trademarks of SD-3C, LLC.

Inserting a microSD card into the console

Open the stand on the back of the console and insert the microSD card into the slot.



Make sure that the logo on the microSD card is facing you, then insert it until you hear a click.

Turn the console off before removing the microSD card, then push the card in until it pops up and remove it.

If the microSD card runs out of free space

If you run out of free space on your microSD card, you can transfer the data to a higher-capacity microSD card using a computer.



You can also use two microSD cards at the same time without transferring any data, but please be aware that you won't be able to consolidate data saved in this way onto one microSD card at a later date.

→FAQ - microSD cards

The microSD logo, the microSDHC logo and the microSDXC logo are trademarks of SD-3C, LLC.

Formatting the microSD card

Formatting the microSD card will delete all data saved on it, including software data and screenshots.

Please copy all necessary data to a computer before formatting the microSD card.

How to format the microSD card

To format the microSD card, open System Settings on the HOME Menu, then select System ⇒ Formatting Options ⇒ Format microSD Card.

Restoring Factory Settings

1. [Clearing the cache](#)
2. [Resetting the keyboard](#)
3. [Restoring the console to factory settings](#)
4. [Restoring factory settings without deleting save data](#)

Restoring factory settings means deleting all data on the Nintendo Switch console and returning it to the state in which you bought it.

However, you can also restore factory settings while retaining some of the data stored on the console.

- *Clearing the cache*
- *Resetting the keyboard*
- *Restoring the console to factory settings*
- *Restoring factory settings without deleting save data*

Clearing the cache

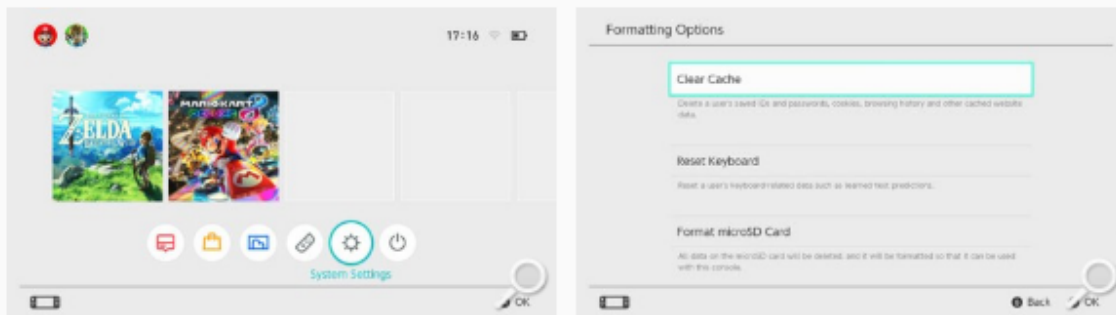
When you do things like link a Nintendo Account or post screenshots to social networks, websites will be displayed on the console.

You can delete the data stored for these websites, including IDs and passwords, cookies, history and the cache, for each user on the Nintendo Switch console.

How to clear the cache

Open System Settings on the HOME Menu, then select System ⇒ Formatting Options ⇒ Clear Cache.

Select the user you'd like to clear the cache for, then follow the on-screen instructions.



Resetting the keyboard

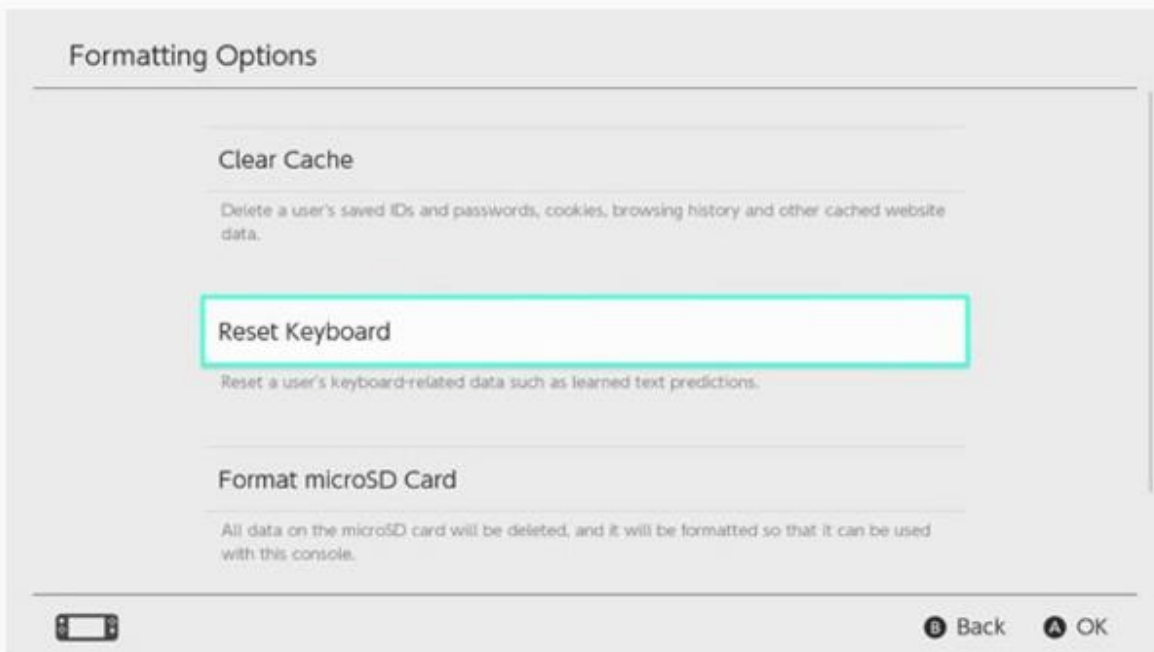
The console's keyboard remembers the text you've entered and displays predictive text suggestions when you type.

You can reset keyboard data for each user on the Nintendo Switch console.

How to reset the keyboard

Open System Settings on the HOME Menu, then select System ⇒ Formatting Options ⇒ Reset Keyboard.

Select the user you'd like to reset the keyboard for, then follow the on-screen instructions.



Restoring the console to factory settings

All of the data stored in the console's system memory will be deleted, including software data, save data, screenshots and user information.

Use this feature before exchanging or disposing of your Nintendo Switch console.

- *You will also become unable to use software data saved on a microSD card.*

If you are trying to reformat your console because a problem has occurred, we recommend that you try **restoring the factory settings without deleting save data**.

Restore factory settings in a place where the console can connect to the internet

If you restore factory settings while the console is not connected to the internet, the console will not be deregistered as the active console for downloads for your Nintendo Account.

The console will be automatically deregistered the first time you start Nintendo eShop on it after restoring it to factory settings, but in the meantime you will not be able to register another console as the active console for downloads for your Nintendo Account.

Please read the information here if you exchange or dispose of a Nintendo Switch console that is still registered as the active console for downloads for your Nintendo Account.

Make sure you are aware of the following before restoring your console to factory settings

Restoring the console to factory settings will delete all data, and you will no longer be able to use data saved on a microSD card.

- *The following types of data, saved in the system memory, will all be deleted:*
 - *Software data*
 - *Save data*
 - *Screenshots*
 - *User information*
 - *Nintendo Account link*
 - *Registration of your console as the active console for downloads for your Nintendo Account (only when connected to the internet)*
 - *All settings on the console*
 - *All information records such as error history*
- *You will become unable to use software data saved on a microSD card.*

Screenshots saved to a microSD card will not be affected and can continue to be used.

The following will not be affected if the console is restored to factory settings:

- *The console's system version*
- *Nintendo Accounts linked to users on the console will not be deleted*

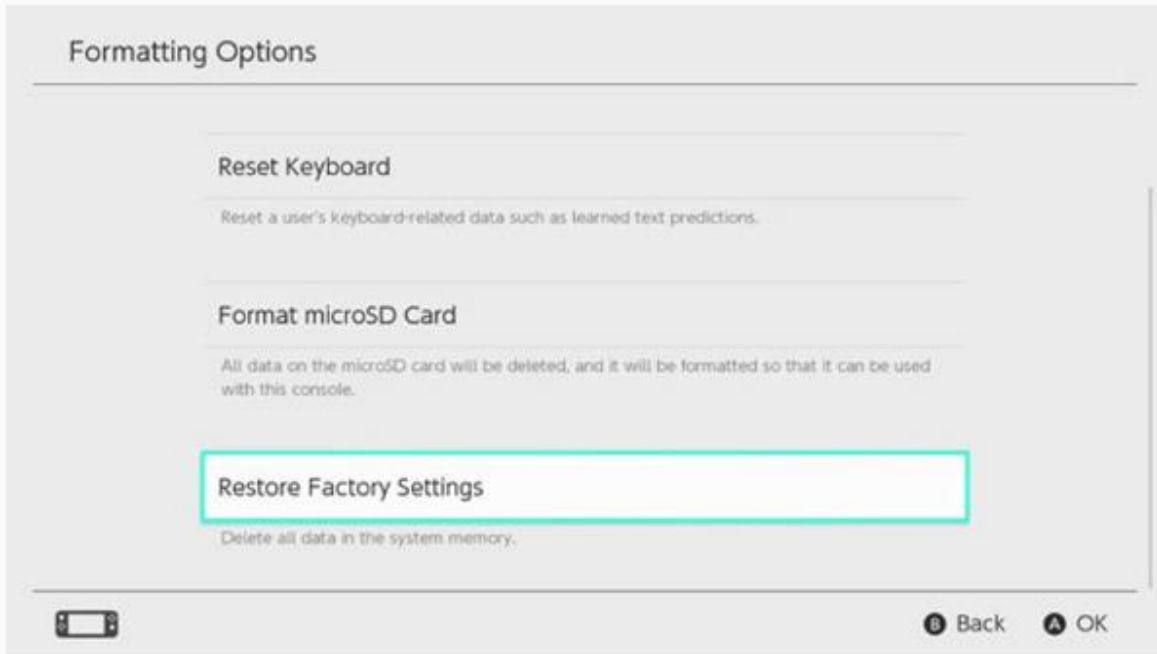
Redownloading software data

Your Nintendo eShop funds and account activity will be saved to Nintendo Shopping Services. If you link your Nintendo Account to another user, you will be able to redownload software data from Nintendo eShop.

- *If you are unable to redownload software data, check to make sure that a different console is not registered as the active console for downloads for your Nintendo Account.*
- *Redownloading may not be possible for software that is no longer being distributed.*

How to restore the console to factory settings

Open System Settings on the HOME Menu, then select System ⇒ Formatting Options ⇒ Restore Factory Settings.



Restoring factory settings without deleting save data

Alongside restoring the console to factory settings and deleting all data, you can also restore factory settings without deleting save data.

If you are trying to reformat your console because a problem has occurred, we recommend that you try the latter method first.

If you choose to reformat your console in this way, the following types of data will remain in the system memory, and all other data will be deleted:

- *Save data*
- *Screenshots*
- *User information*
 - *Nintendo Account link*
 - *Registration of your console as the active console for downloads for your Nintendo Account (only when connected to the internet)*

You will become unable to use software data saved on a microSD card

Even if you restore factory settings without deleting save data, you will become unable to use software data saved on a microSD card.

As your user information and Nintendo Account link will not be deleted if you reformat your console in this way, you can redownload deleted software data from Nintendo eShop.

- *Screenshots saved to a microSD card will not be affected and can continue to be used.*
- *Redownloading may not be possible for software that is no longer being distributed.*

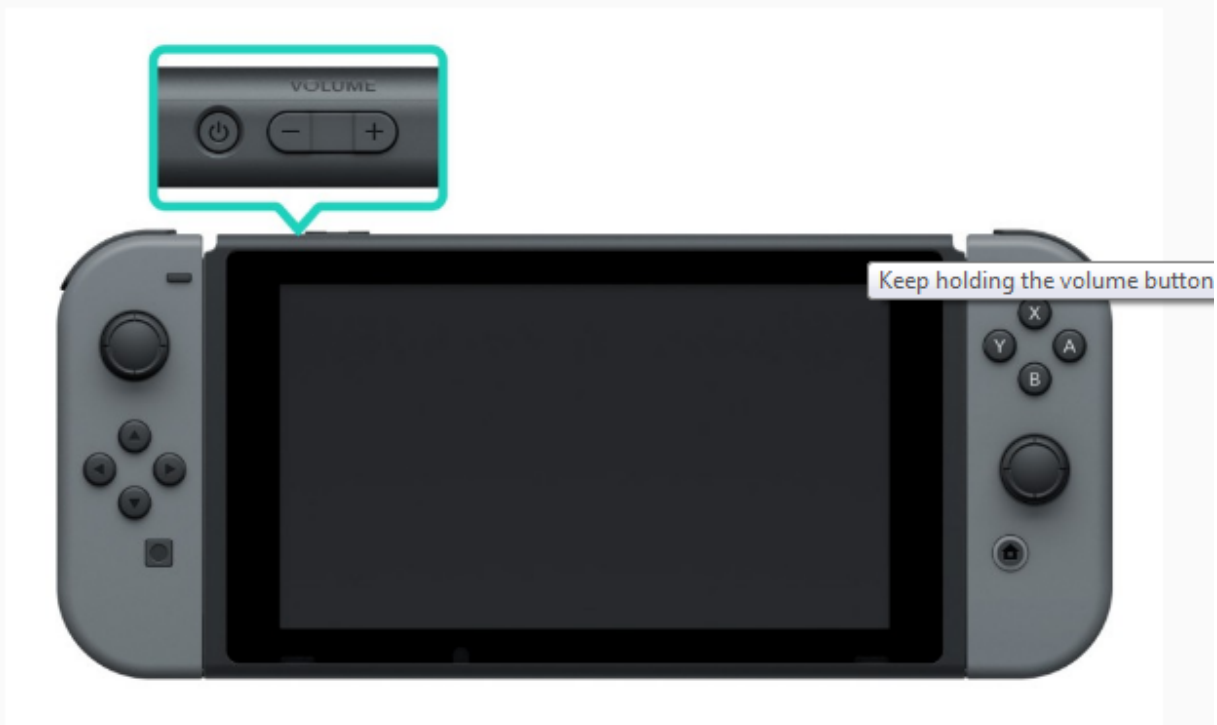
How to restore factory settings without deleting save data

Unlike other formatting options, this must be done by accessing a special recovery mode.

1. Turn the console off.

→How to turn the console off

2. Press the POWER Button while holding the volume up and volume down buttons. Continue holding the volume buttons to open recovery mode.



3. Select "Restore Factory Settings Without Deleting Save Data", then follow the on-screen instructions.

Game Updates

1. [Important information about software updates](#)
2. [Downloading Nintendo Switch software updates](#)
3. [The Legend of Zelda: Breath of the Wild](#)

Important information about software updates

Nintendo constantly aims to improve its software in order to provide customers with the best possible user experience. As a part of these efforts, we are making software updates for select Nintendo Switch titles available through the Internet.

The length of time it takes to perform a software update varies depending on the speed of the Internet connection used. Please be patient.

Downloading Nintendo Switch software updates

To perform a software update for a Nintendo Switch title, connect your Nintendo Switch console to the Internet and start the game to update the software.

Please note: updates can be downloaded and installed automatically by turning on Automatic Software Updates in your console's System Settings.

After installation has finished, the software version number will be updated. The software version number is usually displayed in the bottom-right corner of a game's title screen.

The Legend of Zelda: Breath of the Wild

Software update: March 3rd 2017

A software update is now available that introduces new features and adjustments to enhance the overall experience. Please start the game while your Nintendo Switch console is connected to the internet to update the software. The software version after this update will be v1.1.0.



Update contents

- You can now access Nintendo eShop from the game's title screen and purchase the Expansion Pass
- Introduces additional enhancements to improve the user's experience and enjoyment

Additional information

Downloading updates will not affect any of your saved data.

Please note: up to 200 MB of available storage is required to perform this software update. To download this content, additional storage may be needed. If you don't have enough system storage in the Nintendo Switch console, please use a compatible microSD card (for more information, visit our [Support section](#)). You can check how much free space there is on your console's system memory or microSD card by opening System Settings from the HOME Menu and selecting Data Management.

Parents

Parental Controls

1. [Supervise your child's gameplay](#)
2. [Setting Parental Controls](#)
3. [Changing Parental Controls Settings](#)
4. [Forgetting Your Parental Controls PIN](#)
5. [Unlinking From Nintendo Switch Parental Controls](#)

Supervise your child's gameplay

You can use a smart device to supervise your child's gameplay and set rules for how your child plays Nintendo Switch. This can be helpful if you're concerned about how long your child plays for and what sort of games they play.



If you want to take advantage of this feature, you'll need to download the Nintendo Switch Parental Controls app free of charge.

Nintendo Switch Parental Controls



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Google Play and the Google Play logo are trademarks of Google Inc.

If you don't own a smart device, you can still set some Parental Controls restrictions using your console.

Functions	Nintendo Switch Parental Controls	Console
View played software and play times	✓	X
Set a daily play time limit	✓	X
Restrict gameplay features	✓	✓

Checking what's been played and for how long

You can use your smart device to check what games your child plays and how long they play for.



Knowing what your child is playing and how often could help you work out what they're interested in and could give you something fun to talk with them about.

Set a daily play time limit

You can set a limit to how long the console can be used each day. If you set a daily play time limit, a notification will appear on the screen of the Nintendo Switch console when time's up.

Enabling the "Suspend Software" feature will make the console go into sleep mode as soon as the set time is reached.

You could work out what sort of rules you'd like to set together with your child.

Set restrictions on gameplay features

Nintendo Switch features can be restricted based on your child's age.

The features that are restricted differ depending on which of the three levels you set: "Young child", "Child" or "Teen".

For example, selecting "Child" restricts games rated for ages 13 and up, as well as features such as posting screenshots on social networks and communicating with other users within a game.

Custom settings are also available so you can tailor restrictions to your needs. This way you can restrict games rated for the exact age of your child and can also restrict features, such as posting screenshots to social networks and communicating with users, independently of age rating.

Features that can be restricted using Parental Controls

You can set it so that the following features can only be accessed by entering a PIN:

- *Change region*
- *Adjust date and time*
- *Restore factory settings*
- *Save data & screenshots*
- *Delete users*
- *Internet settings*
- *Link to a Nintendo Account (this applies if your console region is set to Europe.)*

If you have more than one child...

It's not possible to set Parental Controls restrictions individually for each user. Any settings apply to all people using the Nintendo Switch console. If you have more than one child using the console, please make sure you set restrictions appropriate for the youngest child.

Setting Parental Controls

You can comfortably supervise your child's gameplay by linking your smart device to the Nintendo Switch console.

If you don't have a smart device... >

Linking to the Nintendo Switch Parental Controls app

What you need

- *A Nintendo Switch console*
- *A smart device*
- *The Nintendo Switch Parental Controls smart device app*
- *A Nintendo Account*

How it works

1. Download the Nintendo Switch Parental Controls app from the App Store or Google Play™.

→Downloading the Nintendo Switch Parental Controls app

2. Launch the app and use it to sign in to your **Nintendo Account**. You must be 18 or older to use the app.

3. Connect the console to the internet. While the app is signed in to your Nintendo Account, link it with the console.

A setup guide will begin when you first launch the Nintendo Switch Parental Controls app. It will give you detailed instructions on how to use the app.

If you don't have a smart device...

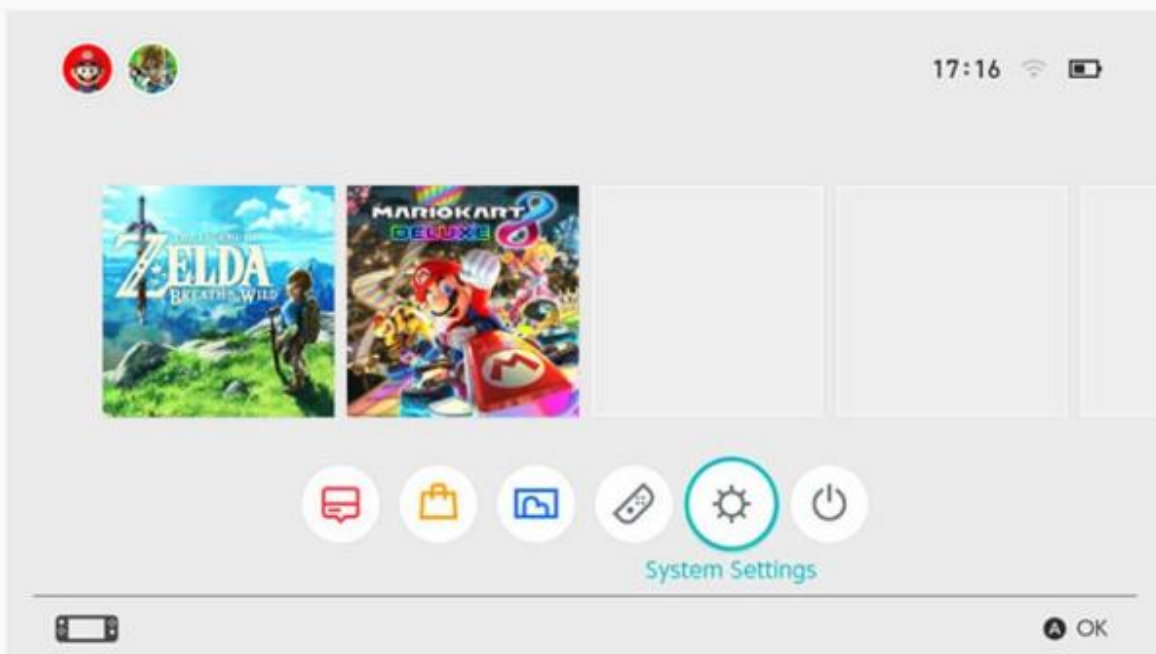
In this case, you can still set up some restrictions using the console's Parental Controls menu.

How it works

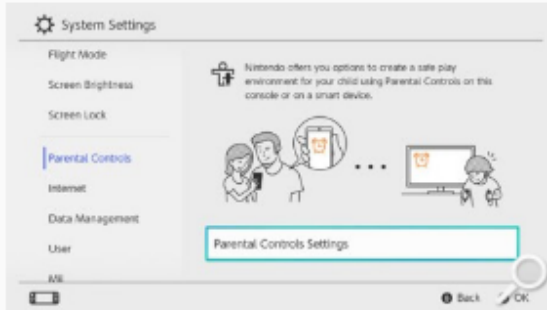
1. Turn the console on.
2. Press the HOME Button when you see the screen below.



3. Open System Settings from the HOME Menu.



4. Select Parental Controls ⇒ Set Parental Controls ⇒ Set With This Console and set restrictions following the on-screen instructions.



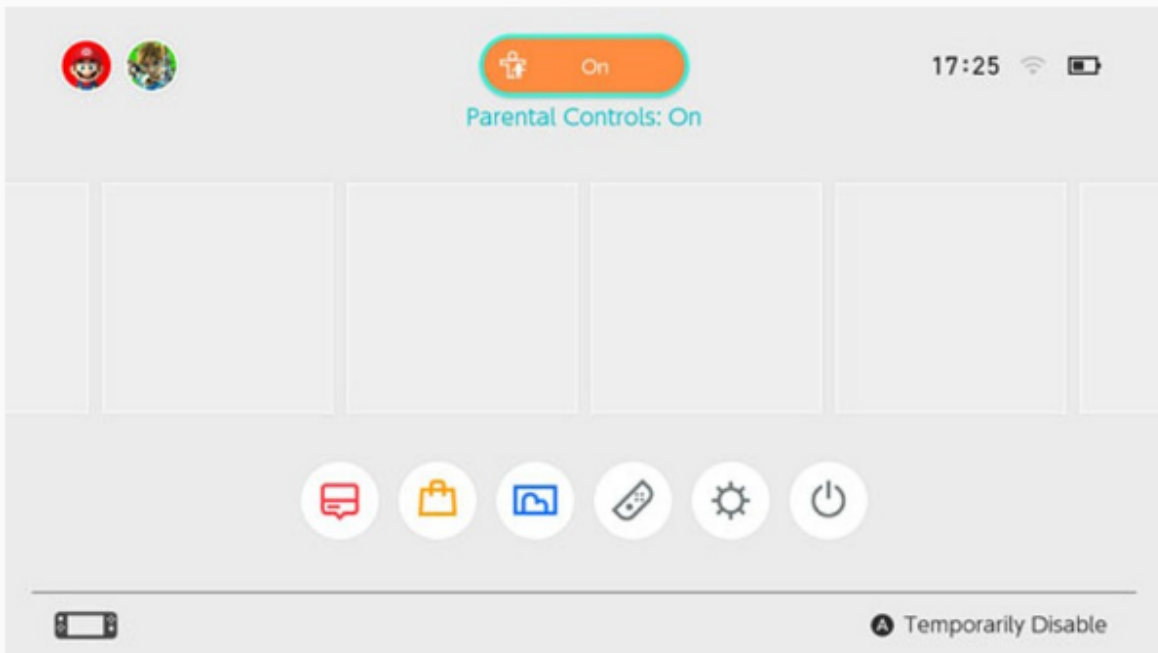
Changing Parental Controls Settings

The following features are available, depending on whether you use the Nintendo Switch Parental Controls app on a smart device or the console's Parental Controls menu.

- *Enter a PIN to temporarily lift restrictions*
- *Adjust settings using a smart device*
- *Adjust settings using the console*
- *If you forget your PIN...*

Enter a PIN to temporarily lift restrictions

Touching the wide, orange Parental Controls icon on the HOME Menu will take you to a screen where you can enter your PIN.



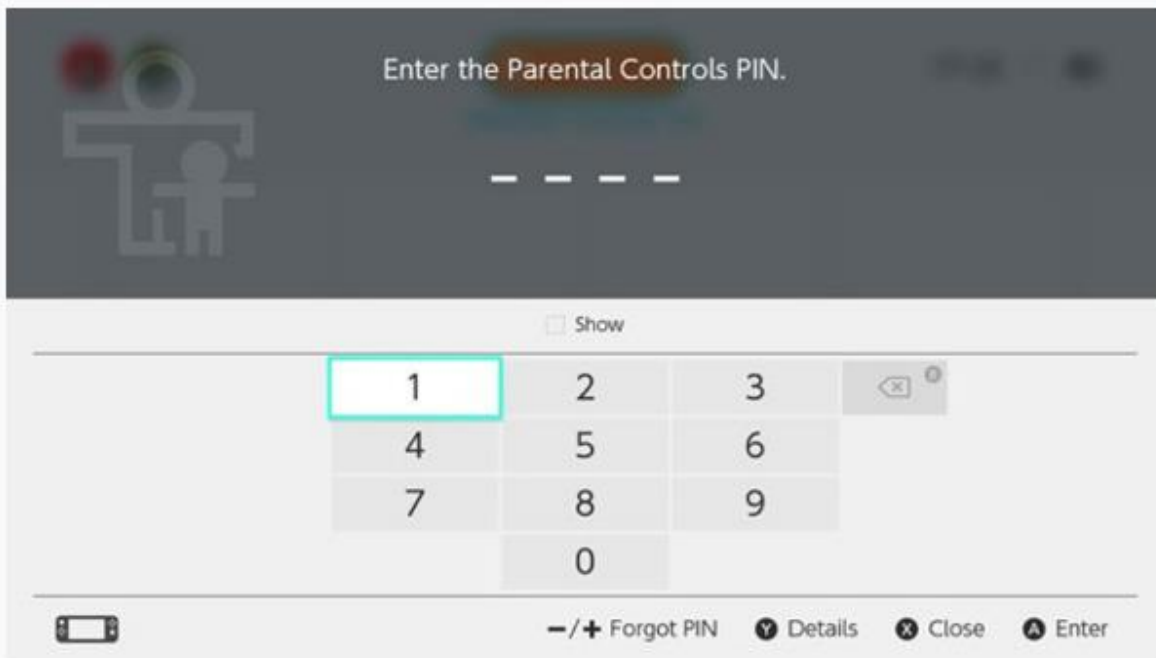
If you have linked the console to the Nintendo Switch Parental Controls app, you can check your PIN by selecting "Settings" in the app and then selecting "PIN".

Entering this PIN will let you temporarily lift Parental Controls restrictions.

If you have not linked the console to the Nintendo Switch Parental Controls app, you will need to enter the PIN that you set when choosing Parental Controls settings on the console if you would like to temporarily lift Parental Controls.

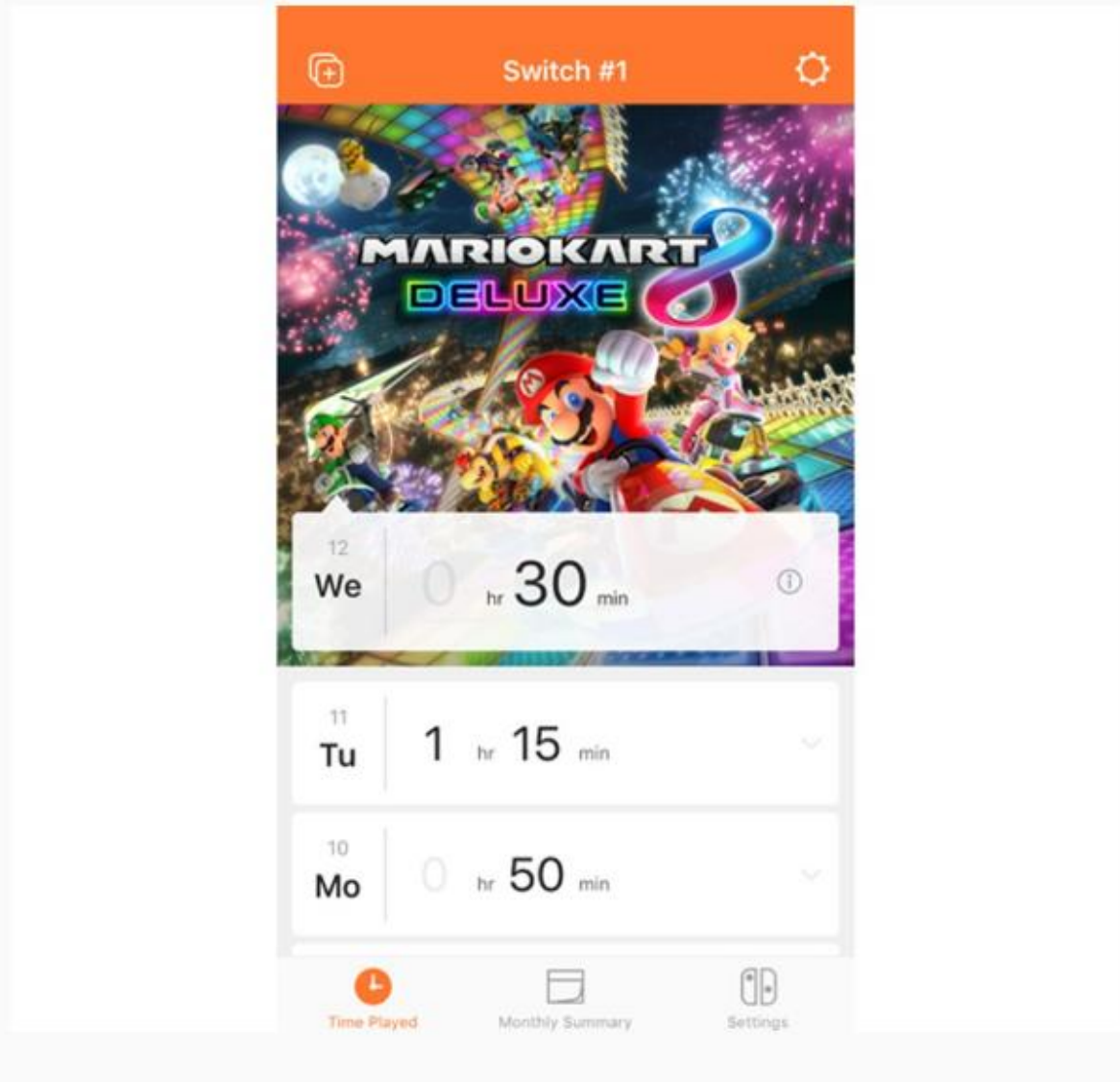
The restrictions will be lifted until the next time the console enters sleep mode.

Press the Y Button to check what features are available while restrictions are temporarily lifted.



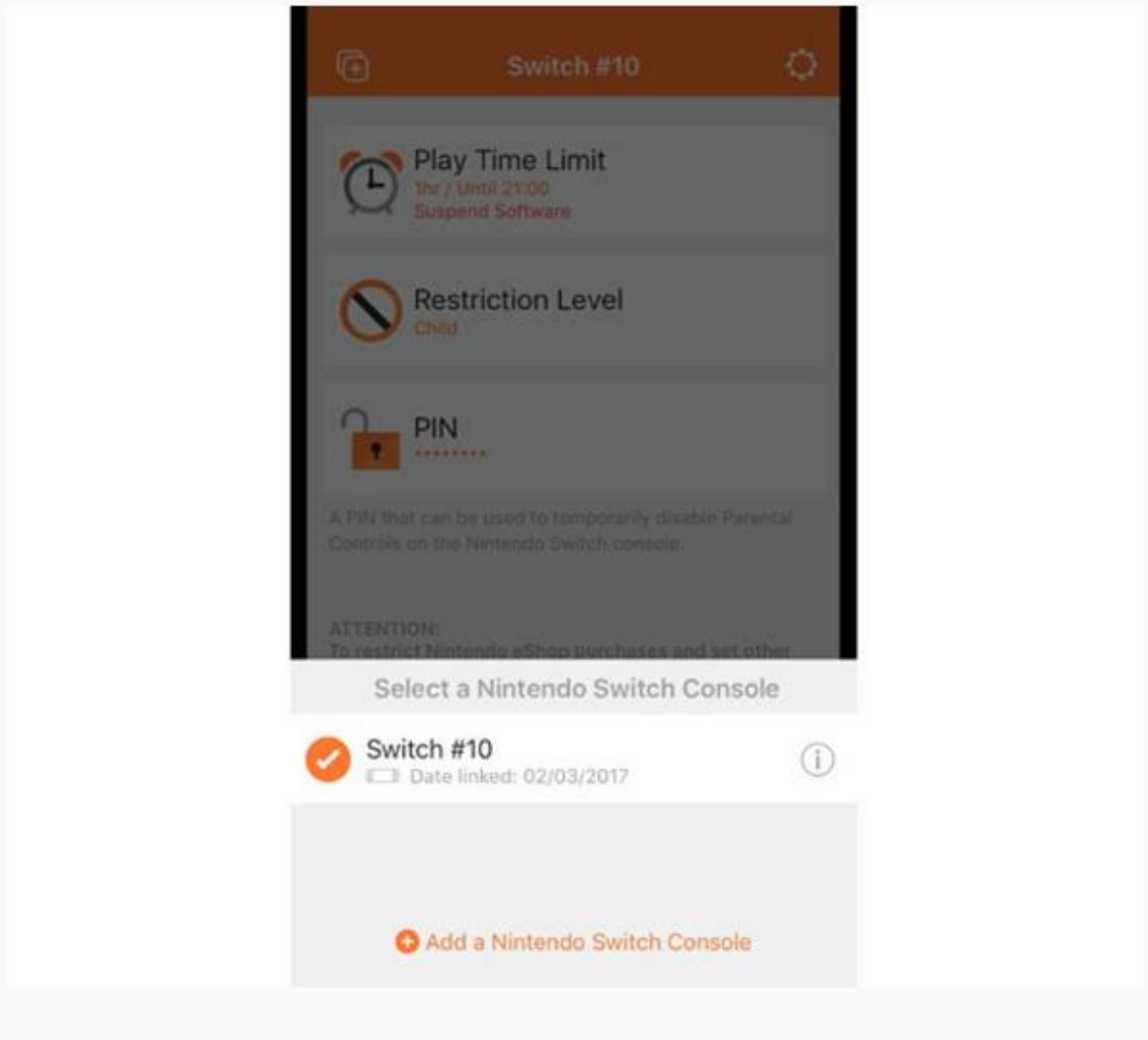
Adjust settings using a smart device

You can configure how the Nintendo Switch Parental Controls app works in the Settings menu.



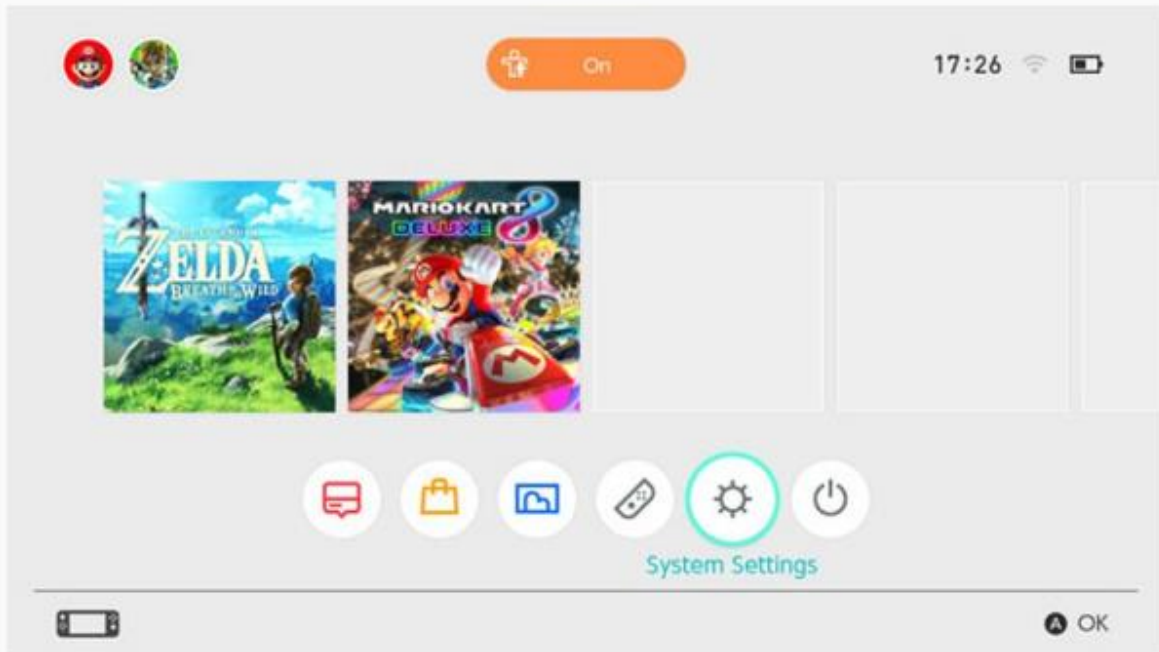
If the app is linked to two or more consoles...

Select the console you would like to adjust the settings for, then select "Settings".



Adjust settings using the console

You can adjust settings by opening System Settings on the HOME Menu and then selecting "Parental Controls".

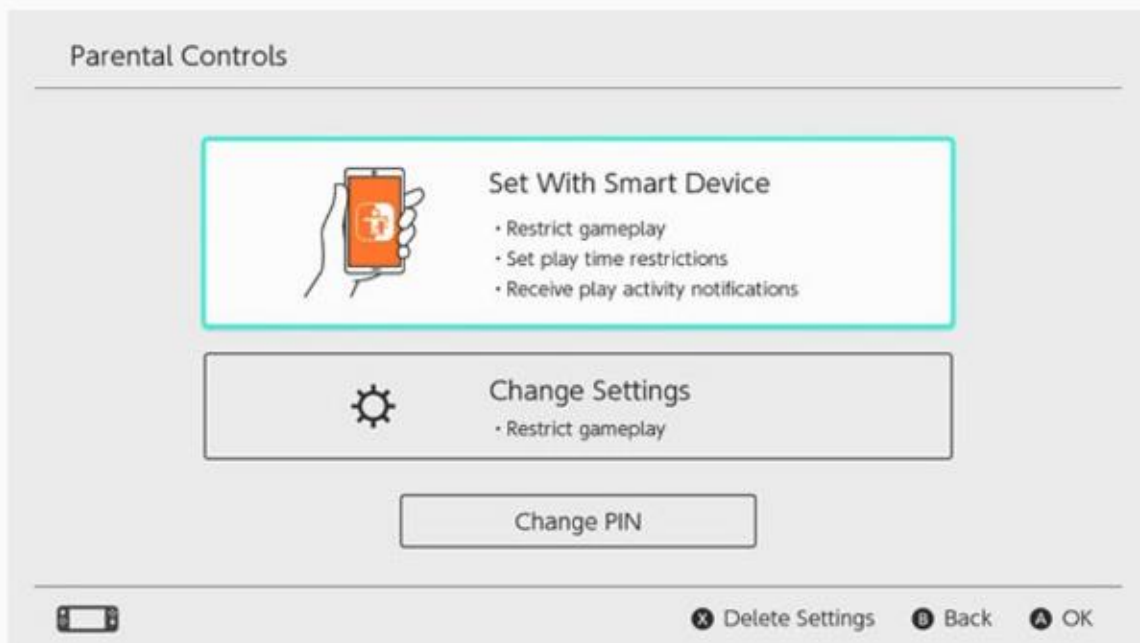


If the console is linked to the Nintendo Switch Parental Controls app, you won't be able to use the console to change settings made in the app.



How to reset restrictions

Open System Settings on the HOME Menu, then select Parental Controls ⇒ Set Parental Controls, enter the PIN and press the X Button on the next screen.



Forgetting Your Parental Controls PIN

Follow the advice below if you forget your Parental Controls PIN.

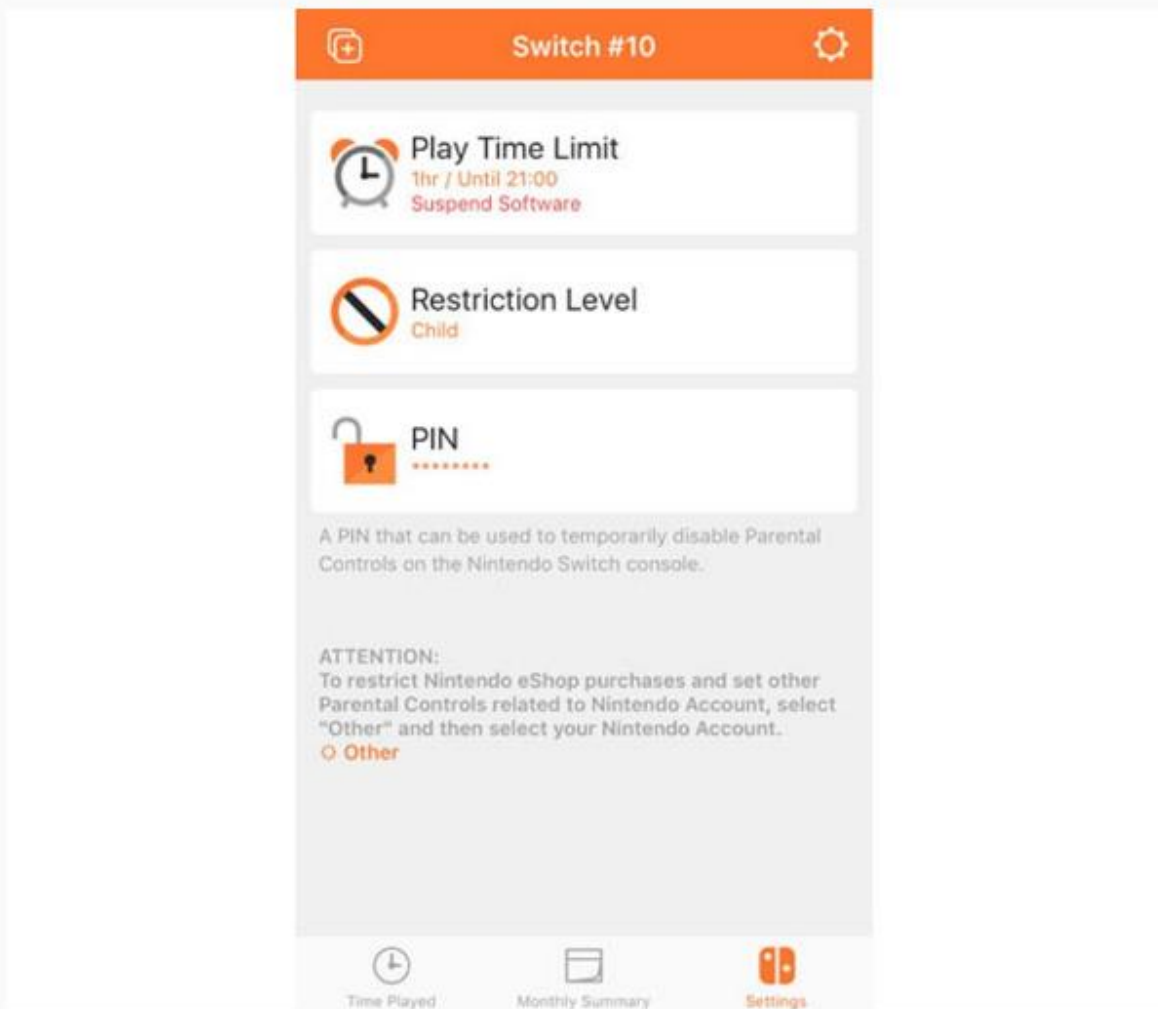


You can confirm your PIN using the Nintendo Switch Parental Controls smart device app, if it's linked to the console. Your PIN is also sent to you via email when you set it up or change it. You can do this even if you delete the app.

If the console isn't linked to the app, you can receive a master key that lets you choose a new PIN.

If the Nintendo Switch Parental Controls app is linked

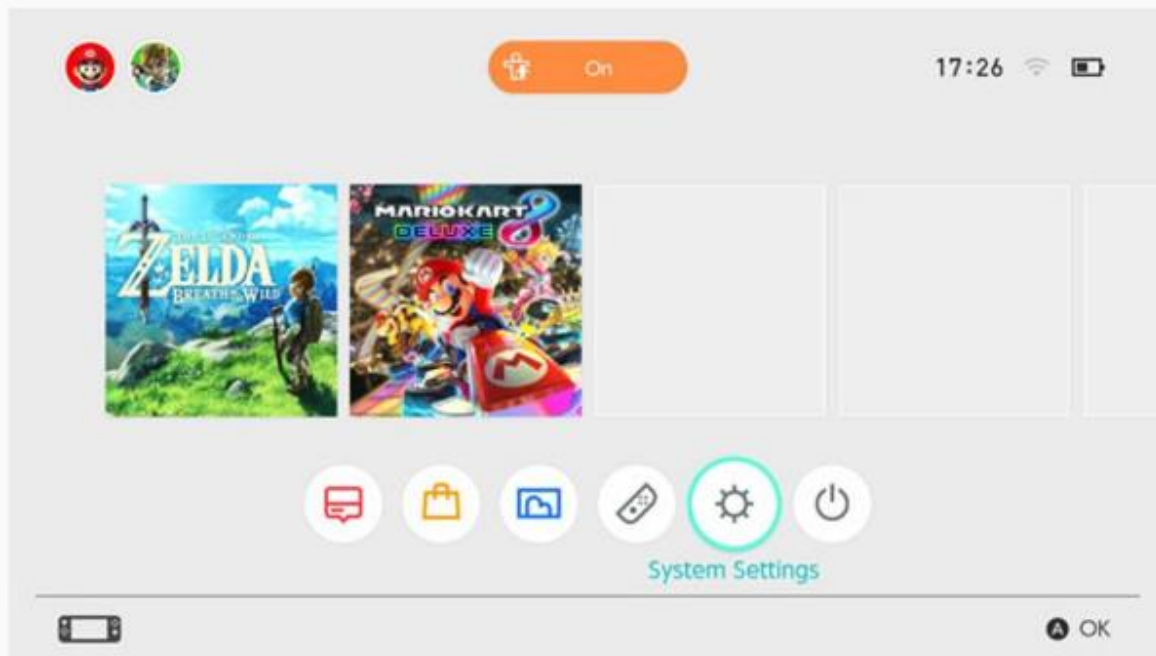
You can confirm your current PIN by going to "Settings" in the Nintendo Switch Parental Controls app and selecting "PIN".



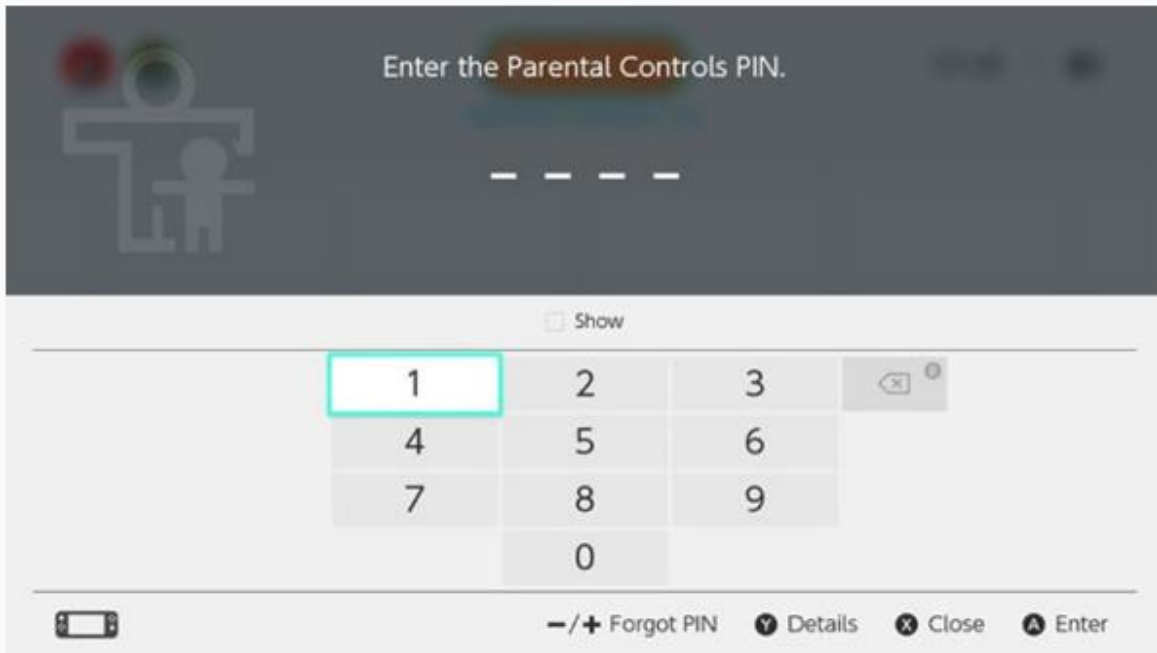
If the Nintendo Switch Parental Controls app is not linked

You'll have to set a new PIN using the console.

On the HOME Menu you can either touch the wide, orange Parental Controls icon or open System Settings and select "Parental Controls", then "Set Parental Controls".

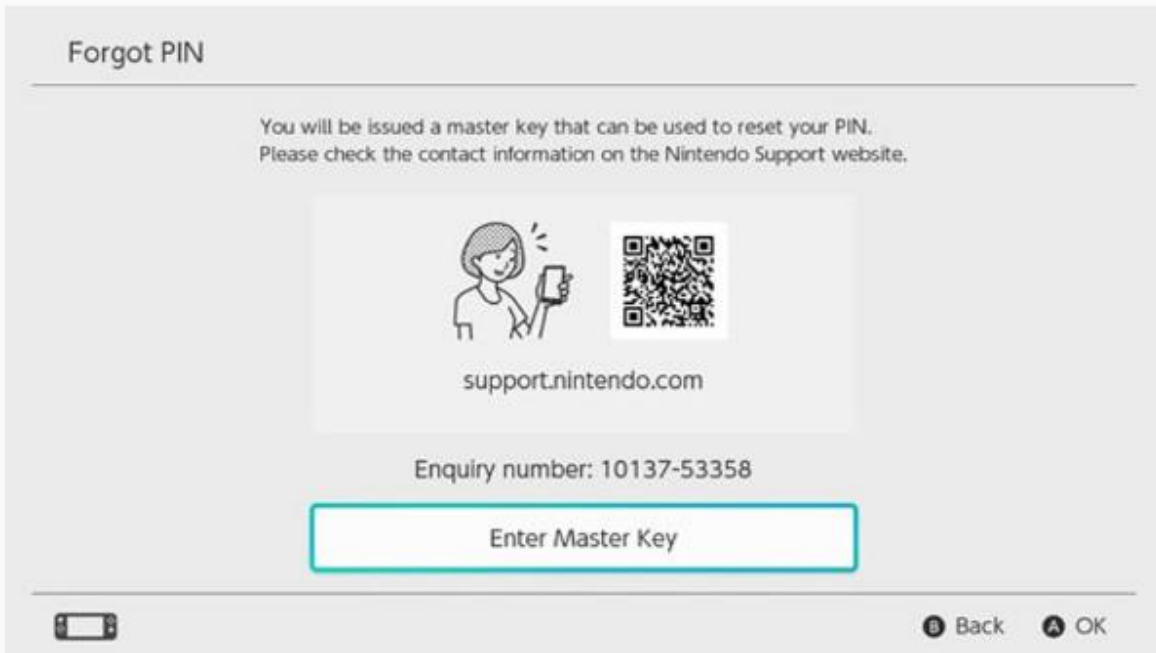


Then select "Forgot PIN" on the PIN entry screen by pressing the + Button or the - Button.



You'll receive an enquiry number, which you can provide to Customer Support to receive a master key which is used to reset your PIN. When getting in contact, please make sure to have your Nintendo Switch console available.

Select "Enter Master Key" to input the key provided by Customer Support and choose a new PIN.



Caution when resetting your PIN

If you enter a master key to reset your PIN while the Nintendo Switch Parental Controls app is linked to the console, the app will be unlinked, and play activity and play time restriction settings will be deleted.

Console settings for gameplay restrictions will continue to exist.

Unlinking From Nintendo Switch Parental Controls

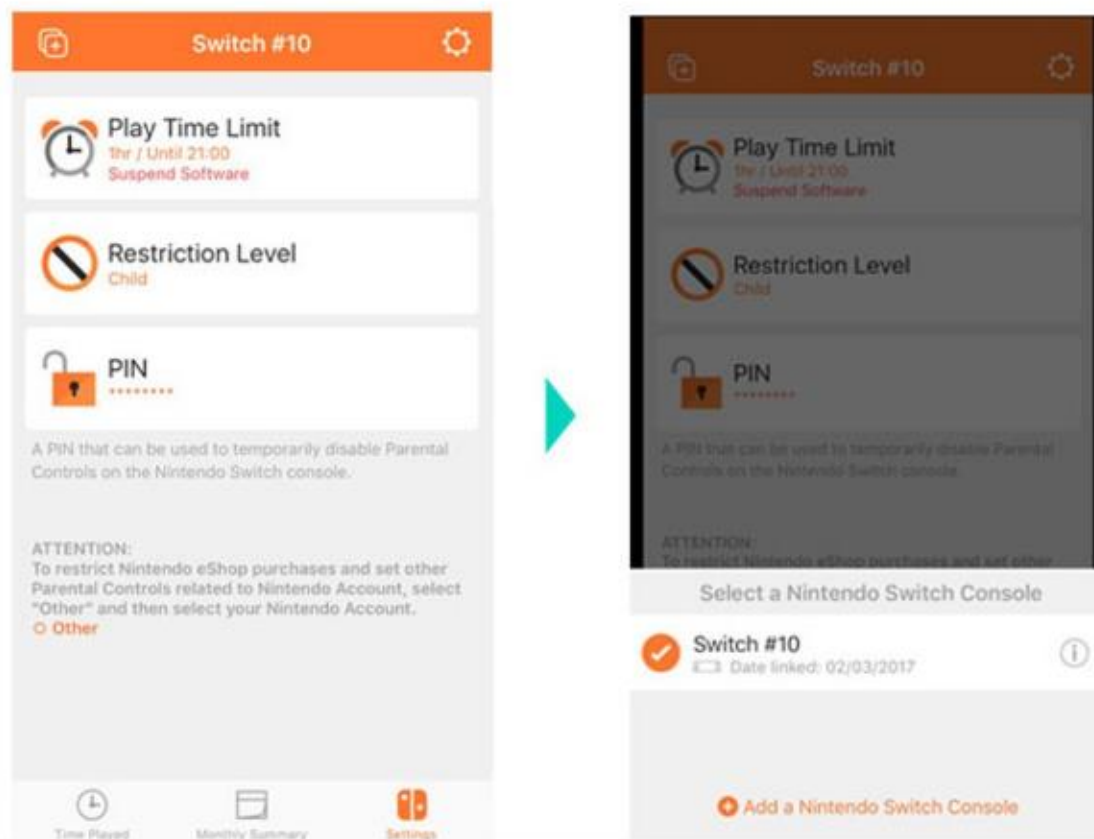
You can unlink your console from the Nintendo Switch Parental Controls smart device app using the methods below.

If you do so, play activity and play time restriction settings will be deleted and can't be recovered.

- [Unlinking from the smart device](#)
- [Unlinking from the console](#)
- [If you forgot your PIN...](#)

Unlinking from the smart device

If you want to unlink a console from the Nintendo Switch Parental Controls app, select the appropriate console in the app, touch the "i" (information) icon and then select "Unlink".



After this, the link will be removed from the console the next time it connects to the internet.

Unlinking from the console

Open System Settings from the HOME Menu, then select Parental Controls ⇒ Unlink App and enter your PIN.

