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# 1

## Frequently Asked Questions

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**PLACEHOLDER**

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

## Frequently Asked Questions 1/2

The Nintendo Switch console won't turn on.

- Has the battery run out? Try charging the console.

How to Charge

- 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.

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.

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.

Changing Nintendo Switch Parental Controls settings
- 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.

#### How to Charge

- 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.
- How to 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.

How to Charge

- 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.

#### Controllers

- 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.

No sound is coming out of my headphones when they are connected to the Nintendo Switch console.

- Is the volume low on the Nintendo Switch console?  
→Adjust the volume using the volume buttons.
- Are the headphones properly connected to the console?  
→Please make sure that the headphones are fully inserted into the audio jack on the console.

Can I use an audio amplifier?

You can connect an amplifier to the HDMI port on the Nintendo Switch dock.

① Put the console in TV mode, but instead of connecting the Nintendo Switch dock to a TV, connect it to an amplifier instead.

Then, connect the amplifier to the TV using another HDMI cable.

② Open System Settings from the HOME Menu, then select TV Output ⇒ TV Sound and change

the sound to "Surround".

No sound comes out when I connect speakers or an amplifier to the Nintendo Switch console.

Do not connect speakers or amplifiers directly to the Nintendo Switch console. If you would like to use an amplifier, put the console in TV mode and connect the amplifier to the Nintendo Switch dock using an HDMI cable.

Using an amplifier

Can I use my Nintendo Switch console with a 4K TV?

You can connect your Nintendo Switch dock to a 4K TV and use the console in TV mode. The console screen will be displayed on the TV in 1920x1080 Full HD.

The stand came off.

The stand can be reattached if it comes off. However, please be aware that repeated detaching and reattaching can cause damage to the stand. If you lose your stand, you can purchase a replacement in the Nintendo Online Store.

When I'm using my Nintendo Switch console in TV mode, the display doesn't match the size of the TV screen.

You can adjust the TV display size by going to the HOME Menu and opening System Settings ⇒ TV Output ⇒ Adjust Screen Size.

If you set the screen size to 100% and the display is still smaller than the TV screen, please check the screen settings on the TV itself.

The Nintendo Switch console isn't recognising my controller.

- Is the controller connected?  
→Open Controllers on the HOME Menu to check what controllers are currently connected.

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.

#### Player LED

- 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.

The controller isn't functioning properly or doesn't always respond to input.

- Are you holding the Joy-Con correctly?  
→There are several different ways you can hold a Joy-Con controller.  
You can check how one or both Joy-Con controllers are currently being used by opening Controllers on the HOME Menu.  
Select "Change Grip/Order" if you would like to change how you are holding the controller(s).  
How you hold the Joy-Con controllers depends on the game you are playing. Please follow the in-game instructions.
- 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

- Are you trying to use the Joy-Con controllers attached to the console when it is in TV mode?  
→You must detach the Joy-Con controllers from the console if you would like to use them while the console is in TV mode.

- The console might be 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.

#### Controllers

- 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.

- Check that the controller buttons are working.

→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 any buttons are not working properly, please contact Nintendo Customer Support.

- 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.

#### When do the LEDs on my controller light up?

The player LED on the controller shows the user's player number when the controller is connected to a Nintendo Switch console.

The player LED flashes when the controller is connecting to the console or when the controller's battery power is low.

Controller number (horizontal)

The player LED displays in this way when using the Nintendo Switch Pro Controller, or a Joy-Con in solo horizontal grip.

Controller number list (vertical)

The player LED displays in this way when using Joy-Con controllers in solo remote grip or dual-controller grip.

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

- Is the controller charging properly?

→You can check the controller's battery level by

opening Controllers on the HOME Menu.

If you start charging the controller while this screen is open, a charging symbol will be displayed.

#### How to Charge

- Is the controller charging in a place that is too hot or too cold?

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

- Has it been a long time since the controller was charged?

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

- Have you been repeatedly charging the controller?

- The controller's battery life will gradually be reduced with repeated charging. When the battery life becomes extremely short, even if the controller still charges correctly, it's a sign that the battery needs to be changed.

If this happens to a Joy-Con controller or Nintendo Switch Pro Controller, please contact Nintendo Customer Support so that they can check the batteries.

I don't know how much battery my controller has left.

You can check the battery power for connected controllers from Controllers on the HOME Menu.

When does the LED on the Nintendo Switch dock light up?

The LED on the Nintendo Switch dock, or TV output LED, lights up when the Nintendo Switch console is outputting to a TV.

◆ This LED is not related to charging, and will not go out when the console is fully charged.

What can I connect to the USB port on the Nintendo Switch dock?

You can charge the Nintendo Switch Pro Controller, or the Joy-Con controllers when they are attached to the Joy-Con charging grip, by attaching the controller or accessory to the USB port on the dock with a USB charging cable.

### How to Charge

You can also connect a LAN adapter to the USB port on the dock.

### Wired Connection Setup

Can I use an external hard drive with my Nintendo Switch console?

No, you cannot use an external hard drive with a Nintendo Switch console.

My Nintendo Switch carrying case (HAC-021) is dirty. How should I clean it?

If your carrying case gets dirty, soak a cloth in water with a neutral detergent, wring out any excess water and wipe the carrying case clean. Then, wipe it again with a soft, dry cloth. Avoid using thinner, benzene or alcohol.

What should I do if I want to dispose of my Nintendo Switch Pro Controller?

As proper disposal procedure differs depending on the area, please follow appropriate local guidelines and regulations.

For information on disposing on the Nintendo Switch Pro Controller battery, contact your local solid waste authority.

#### Removing the battery

① Remove the screws with a cross-head screwdriver. Then, remove each of the controller grips as shown below.

→

② Use a cross-head screwdriver to remove the four screws on the back of the Pro Controller.

③ Gently insert a flathead screwdriver into the groove on each side of the battery cover and lift it free.

→

④ Lift the battery cover straight up to remove it from the controller.

⑤ Remove the battery and dispose of it.

#### Disposing of used batteries

- Completely cover the positive and negative ends of the battery with tape.
- Do not remove the label.
- Do not break or try to disassemble the battery.

The Nintendo Switch Pro Controller uses a lithium ion battery. Lithium ion batteries contain precious resources.

Please bring used batteries to the nearest recycling centre.

Where can I go for important information about my Nintendo Switch console?

Please read the Important Information booklet included with your Nintendo Switch console.

There's no HDMI port on my TV or I can't connect an HDMI cable.

You need a TV with an HDMI port in order to use your Nintendo Switch console in TV mode.

Using the console in TV mode

### Frequently Asked Questions 2/2

The Nintendo Switch console responds slowly when it's in TV mode or the TV sound is out of sync.

When you use a Nintendo Switch console in TV mode, the console sends information to the TV, which is then output as sounds and images. The sounds and images may be out of sync depending on what the console is doing, but this should not be considered a defect.

Your TV may have a "game mode" or some other feature in which the internal processing speed is increased. Using this mode may resolve the issue of the sound and image being out of sync.

Nothing displays on the TV when the Nintendo Switch console is in TV mode or no sound is coming out of the TV.

- Is the AC adapter connected to the Nintendo Switch dock?  
→Connect the AC adapter to the Nintendo Switch dock to provide the console with the power it needs when it is in TV mode.
- Is the TV on?  
→Try switching the TV on.
- Is the TV on the right input channel?

If your TV only has one HDMI port:  
Use the input button on the remote control to change the input channel to the "HDMI" channel.

If your TV has more than one HDMI port:

① Connect the HDMI cable to the dock, then connect it to any of the HDMI ports on the TV ("HDMI 1", "HDMI 2" etc.)

② Push the input button on the TV or the remote control until the input channel matches the same HDMI port as in the first step.

- Is the HDMI cable correctly connected to the dock and the TV?

- Push the HDMI cable firmly into the port on each device to make sure that it is connected correctly.

- Is the Nintendo Switch console correctly connected to the dock?

- Make sure that the Nintendo Switch console is facing the correct direction in the dock and push down firmly to connect the console.

### Using the console in TV mode

- Are there headphones connected to the audio jack on the Nintendo Switch console?

- If headphones are connected to the console while it's in TV mode, no sound will come out of the TV.

I changed settings using the Nintendo Switch Parental Controls app, but my changes aren't reflected on the Nintendo Switch console.

Connect the Nintendo Switch console to the internet.

### Connecting to the internet

Then, open System Settings on the HOME Menu and select Parental Controls ⇒ Acquire Latest

Settings to reflect your latest app settings on the console.

Restrictions are still set on the Nintendo Switch console even though I deleted those settings using the Nintendo Switch Parental Controls app.

Connect the Nintendo Switch console to the internet.

Connecting to the internet

Then, open System Settings on the HOME Menu and select Parental Controls ⇒ Acquire Latest Settings to reflect your latest app settings on the console.

Can I use the Nintendo Switch Parental Controls app to set Parental Controls on two or more Nintendo Switch consoles at the same time?

You can link up to three Nintendo Switch consoles to your account on the Nintendo Switch Parental Controls app.

You can add consoles by touching the icon with a plus symbol in the app.

I've linked more than one Nintendo Switch console to my account on the Nintendo Switch Parental Controls app, but I'm not sure which is which.

You can change between the consoles that have been registered to your account on the Nintendo Switch Parental Controls app by touching the icon with a plus symbol in the app.

Touch the "i" (information) icon to check the serial number for each linked console.

On the console, you can check the serial number

by opening System Settings on the HOME Menu and selecting System ⇒ Serial Numbers.

I can't change my Parental Controls settings on the Nintendo Switch console.

Is the console linked to the Nintendo Switch Parental Controls app?

→If you've linked a console to the Nintendo Switch Parental Controls app, you won't be able to change your Parental Controls settings using the console itself.

Please use the app to change your settings.

Changing Parental Controls Settings

I've forgotten my Parental Controls PIN.

Please view the following page for more information about what to do if you've forgotten your PIN.

Forgetting Your PIN

How do I change my Parental Controls PIN?

If you've linked a console to the Nintendo Switch Parental Controls app, you won't be able to change your Parental Controls settings using the console itself.

Select the settings icon in the app, then select "PIN" to change your PIN.

If you haven't linked the Nintendo Switch Parental Controls app to the console, open the HOME Menu on the console and then start System Settings ⇒ Parental Controls ⇒ Parental Controls Settings ⇒ Change PIN to change your PIN.

## Forgetting Your PIN

How do I delete my Parental Controls settings?

If you've linked the console to the Nintendo Switch Parental Controls app, you can delete all Parental Controls settings on the console by unlinking it from the app.

### Unlinking From Nintendo Switch Parental Controls

If you haven't linked the console to the Nintendo Switch Parental Controls app, open the HOME Menu on the console and then start System Settings ⇒ Parental Controls ⇒ Parental Controls Settings. Enter your Parental Controls PIN, then press the X Button on the next screen to reset your Parental Controls settings.

[image of the screen that displays after entering your PIN]

## Forgetting Your PIN

There isn't enough free space in the Nintendo Switch console's system memory. What should I do?

Please use a microSD card (sold separately).

### microSD Cards

Save data can only be saved in the console's system memory.

If you'd like to make free space in the system memory, you can do so by archiving software data.

### Data Management

There isn't enough free space on my microSD card. What should I do?

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.

If the microSD card runs out of free space

The Nintendo Switch console won't recognise the microSD card, or I can't select the microSD card as a save destination even though it's inserted into the console.

- Is the microSD card properly inserted into the console?
  - Turn the console off, then try inserting the microSD card again.

Inserting a microSD card into the console

- Is the microSD card slot dirty?
  - Wipe any dirt away with a soft cloth. Make sure to wipe the slot gently to avoid damaging it.
- Is the microSD card broken?
  - Please contact Nintendo Customer Support if you think that the microSD card may be broken.

Can I move data saved in the Nintendo Switch console's system memory to a microSD card?

You can copy screenshots to a microSD card. Start System Settings on the HOME Menu and then select Data Management ⇒ Save Data/Screenshots ⇒ Manage Screenshots to copy screenshots between the system memory and the microSD card.

Software data cannot be moved from the console's

system memory to the microSD card.

If you'd like to store software data on the microSD card, you must first delete the data from the console's system memory. Then, open Nintendo eShop and redownload the data to the microSD card.

Save data cannot be saved to a microSD card.

[Click here](#) for more information about what data is saved to the Nintendo Switch console.

How do I consolidate data saved on multiple microSD cards to a single microSD card?

Screenshots and software data downloaded from Nintendo eShop can both be saved on a microSD card inserted into the console. However, downloaded software data can't be transferred to another microSD card using a computer. In order to save software data to a different microSD card, you'll have to insert that microSD card into the console and then redownload the data from Nintendo eShop.

Screenshots will be saved to the "\Nintendo\Album" folder on the microSD card. You can transfer screenshots from the microSD card to a computer. Please be aware that the Nintendo Switch console won't be able to recognise the screenshots if you change the file or folder names or the folder location on the microSD card.

How do I reset the keyboard's predictive text suggestions?

You can clear the predictive text suggestions by resetting the keyboard. 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.

The save data disappeared from my game card.

Have you used the game card with another Nintendo Switch console?

→ Save data is not saved to the game card itself. Save data can only be saved to the Nintendo Switch console's system memory.

My game or software didn't save properly.

- Did you close the software or turn off the console without saving? Or did the console run out of battery before you could save?  
→ If you close the software or the console loses power before you've saved, any unsaved progress will be lost. Please make sure to save before closing the software or turning off the power. Some software includes an auto-save function and will save automatically.

- Are you using your game card in a different console from usual?  
→ Your save data is stored in the system memory of your Nintendo Switch console, not on the game card itself.

Is it possible to transfer the save data on my Nintendo Switch console to another console?

It is not possible to transfer save data to another console.

How do I add funds on Nintendo eShop?

You can add funds by opening Nintendo eShop on your Nintendo Switch console.

## Adding funds

### Can I change my friend code?

To change your friend code, open System Settings from the HOME Menu, then select "User". Pick the relevant user, then select Friend Settings ⇒ Reissue Friend Code. Changing your friend code will not affect your friend list or blocked-user list.

### I don't want to receive friend requests. How do I turn them off?

Open System Settings from the HOME Menu, then "User". Choose the relevant user and select "Friend Settings". You can then disable friend requests under "Receive Friend Requests".

### I can't link my Nintendo Switch user to a Nintendo Account.

- Do you have a Nintendo Account?  
→Please see here for information on how to create a Nintendo Account.

- Is your console connected to the internet?  
→In order for you to link a user to a Nintendo Account, your console needs to be connected to the internet.

Connecting to the internet

- Is this user already linked to a Nintendo Account?  
→Each user can only be linked to one Nintendo Account.

### How do I unlink my user on the Nintendo Switch console from my Nintendo Account?

Open System Settings ⇒ "User" on the HOME

Menu, then select the appropriate user and "Unlink Nintendo Account".

◆ If you unlink your Nintendo Account, you will become unable to play software purchased using that account and may also become unable to use save data for some software titles.

What happens if I delete a user?

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

Can I play games and use software without creating a user?

It is necessary to create at least one user. Some software titles will require you to create and select multiple users to play, but others will not require any further users.

When I insert a game card, the software icon doesn't appear on the HOME Menu.

- Is the game card inserted properly?  
→Try removing and reinserting the game card.  
Inserting the game card
- Are the terminals on the game card dirty?  
→If they are dirty, clean the terminals with a soft, dry cloth. Wipe them gently so as not to scratch the terminals.

I can't remove the game card.

To remove the game card, first push it in a little to release it, then pull it out.

Removing the game card

Do not insert the game card the wrong way round,

as this can cause malfunctions.

Inserting the game card

If it is impossible to pull the game card out, please submit an online repair ticket.

The software isn't working, or it doesn't launch when I select its icon.

- Is the game card for this software inserted?

→Please make sure the game card is inserted.

Inserting the game card

- Is this software restricted by Parental Controls?

→You will need to adjust or lift the restriction in the Parental Controls settings.

Parental Controls

- Is the software archived?

→Please redownload the software from Nintendo eShop.

Archiving software

- Have you unlinked your user from your Nintendo Account?

→To purchase software on Nintendo eShop, your user must be linked with a Nintendo Account. Your purchase records are tied to your Nintendo Account, so if you unlink your Nintendo Account, you will no longer be able to use any software purchased with it. Please link one of the users on your Nintendo Switch console to that Nintendo Account in order to gain access to the software again.

- Is this console registered as the active console for downloads for your Nintendo Account?

→In order for you to play software downloaded

from Nintendo eShop on this console, it needs to be registered as the active console for downloads for your Nintendo Account.

About your active console for downloads

- Have you removed the microSD card on which this software is saved?  
→ Insert the microSD card on which the software is saved, or redownload it from Nintendo eShop.
- The software data may be corrupted.  
→ Open System Settings from the HOME Menu, then select Data Management ⇒ Software. Next, choose the software that won't start and then select "Check for Corrupt Data".

How do I exit or close software?

Before closing software, make sure to save your data (if applicable). Then press the HOME Button to suspend the software and open the HOME Menu. Once there, either open a different software title or press the X Button while the cursor is on the current software to close it.

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 (link to "The controllers are not recognised by the console." in the FAQ).

PLACEHOLDER

PLACEHOLDER

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).