Troubleshoot your controller

Here are some tips to try if your Xbox One controller disconnects unexpectedly. Keep in mind that the controller will time out if you don't use it for fifteen minutes.

Check your controller battery

Make sure your battery level is good. On Home, look in the upper-right corner of the screen. There's a picture of a battery that shows your current charge level.

Replace or charge the batteries if needed. The battery compartment is on the underside of your controller.

Make sure you're in range

You might need to move closer to your console. Original Xbox One controllers are designed to be used within about 19 feet. Newer Xbox One controllers with Bluetooth have a range of up to 28 feet.

Remove wireless interference

Another wireless device like a laptop, cordless phone, wireless router, or even a microwave might be interfering with the connection. See if you can turn off or move interfering devices and try again.

Move metallic objects

Metallic objects like metal dividers, shelves, or doors of an entertainment center between the console and the controller can cause interference. Move any objects that might be in the way.

Shut down the console completely

Try doing a complete power cycle of the console. Hold the power button for about ten seconds, until the console powers down. Wait a few seconds, and turn it back on. This resets your console's wireless radio.

Update your controller

It's possible that an update to the console requires an update to your controller. In **Settings**, choose **Devices & accessories**, and select your controller.

If it says **Update**, connect your controller to your Xbox with a micro-USB cable, plug in any headset you use so it can also be updated, and start the update.