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Console storage full and controller will not connect

Two common console problems are running out of storage and a controller that will not pair. These steps cover PlayStation, Xbox and Nintendo Switch. Menu names differ by console.

Free up storage

1. Open the console's **Settings** and look for **Storage**. On some consoles it is under **System**.
2. Look at which games use the most space. Modern games can be very big.
3. Delete games you no longer play. You can usually download them again later for free if you bought them.
4. Remove old captures, such as video clips and screenshots, after copying anything you want to keep.

Warning: before deleting a game, check saved games are backed up in the cloud or kept. Some online saves need a paid subscription. Never delete save data unless you are sure.

Add more storage

Most consoles accept an extra drive. PlayStation 5 and Xbox work with specific types of external drive or storage card, and Switch uses a microSD card. The supported types differ by model, so check the maker's guidance before buying.

Controller will not connect

1. Charge the controller or fit fresh batteries.
2. Plug it in with a USB cable and see if it works that way.
3. Turn off other controllers that may be taking the connection.
4. Restart the console.

Pairing again

- **PlayStation:** connect the controller by USB cable first, then press the **PS** button.
- **Xbox:** press and hold the small pairing button on top of the controller until the Xbox button flashes, then press the pairing button on the console.
- **Switch:** attach Joy-Con controllers to the console, or look in **Controllers** in the settings to pair again.

The exact buttons differ by model, so check your console's guide.

Check for update

Controllers have their own software. Plug them in and look for update options in the console settings.

When to get more help

Get in touch if the controller drifts, buttons stick or it will not charge. Those can be signs of a fault. We can also help you pick compatible storage.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.