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starlight
children's foundation



Starlight Nintendo Switch Gaming station

Operations Manual



Federal Communications Commission (FCC) Compliance Information

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radiocommunications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Support

Phone: 877.716.8550
Website: www.starlight.org/gaming/support/
Email: funcenter@noa.nintendo.com

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Headquarters are in Redmond, Washington

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Welcome

Congratulations on your new Starlight Nintendo Switch Gaming station, brought to you by Starlight Children's Foundation.

Starlight Gaming delivers happiness to seriously ill children by providing them with hours of fun and distraction through their favorite Nintendo video games and streaming movies and TV shows, right from the comfort of their own hospital bed or in a playroom with a group of kids.

Starlight Gaming delivers happiness through the following ways:

PLAY: Highly interactive experiences engage children through mastery and achievement.

ENTERTAINMENT: Playing popular games provides children a much-needed sense of relief and distraction from stressful situations.

SOCIALIZATION: Gaming gives pediatric patients an opportunity to connect with their siblings, peers, and clinicians.

NORMALIZATION: Playing video games provides structure, familiarity, and security during hospitalization.

EMOTIONAL SUPPORT: Video games redirect a child's focus, resulting in reduced anxiety and improved mood.

PAIN MANAGEMENT: Engaging with games that require user participation leads to less perception of pain at the central brain level.

PHYSICAL THERAPY: Unique features of the gaming system allow physical therapists to capitalize on their patients' functional abilities in a fun way.

For more than 27 years, Starlight Gaming has provided millions of seriously ill children with hours of entertainment, distraction, and a much-needed sense of normalcy. Starlight Gaming stations are specially manufactured by Nintendo to meet strict infection safety protocols for use in a hospital setting. Doctors, nurses, clinicians, and child life specialists are able to use a single gaming unit in a variety of settings, from the ER, to a playroom, to a treatment, and even bedside for a pediatric patient in isolation.

Starlight Nintendo Gaming stations are sponsored by corporations, foundations, and individuals who believe in and support Starlight's mission to partner with experts to improve the life and health of kids and families around the world. Enjoy!

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1 General Precautions

Please read through the following health and safety information to familiarize yourself with all that is involved to safely use and maintain a Starlight Nintendo Switch Gaming station.



Electrical warning Alerts the user to the presence of dangerous voltage within the unit that may be at a sufficient level to constitute a risk of electrical shock.



Warning A procedure that may cause injury if performed incorrectly.



Caution A procedure that cannot be reversed, will impact other areas, or cause damage to equipment.



Note Additional information to consider about the procedures or actions being performed.

1.1 Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized grounding-type plug. A polarized plug has two blades and a third grounding prong. The wide blade or the third prong are for your safety. If provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit the apparatus.
11. Only use the attachments/accessories specified by the manufacturer.



12. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, used caution when moving the cart/apparatus combination to avoid injury from tip-over.
13. Unplug this apparatus during lightning storms or when unused for a long period of time.
14. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
15. The antenna or cable system connected to an apparatus is to be grounded in accordance with National Electric Code ANSI/NFPA 70.
16. The mains plug should remain readily operable.

1.2 Warnings



Warning – Seizures

Some people (about 1 in 4000) may have seizures or blackouts triggered by light flashes or patterns, and this may occur while they are watching TV or playing video games, even if they have never had a seizure before.

- Anyone who has had a seizure, loss of awareness, or other symptoms linked to an epileptic condition should consult a doctor before playing a video game.
- Parents should watch their children play video games. Stop playing and consult a doctor if you or your child has any of the following symptoms:
 - Convulsions
 - Eye or muscle twitching
 - Loss of awareness
 - Altered vision
 - Involuntary movements
 - Disorientation

To reduce the likelihood of a seizure when playing video games:

- Sit or stand as far from the screen as possible.
- Play video games on the smallest available television screen.
- Do not play if you are tired or need sleep.
- Play in a well-lit room.
- Take a 15-minute break every hour.



Warning – Repetitive Motion

Playing video games can make your muscles, joints, skin, or eyes hurt. Follow these instructions to avoid problems such as tendinitis, eyestrain, skin irritation, or carpal tunnel syndrome:

- Avoid excessive play. Parents should monitor their children for appropriate play.
- Take a 15-minute break every hour, even if you don't think you need it.
- If your hands, wrists, arms, or eyes become tired or sore while playing, or if you feel symptoms such as tingling, numbness, burning, or stiffness, stop and rest for several hours before playing again.
- If you continue to have any of the above symptoms or other discomfort during or after play, stop playing and see a doctor.



Warning – Do Not Replace Battery in the Console

Do not replace the battery in the Nintendo Switch system. If the battery is incorrectly replaced, there can be danger of explosion.



Warning – Battery Heat Exposure

The battery installed shall not be exposed to excessive heat such as sunshine, fire, or the like.



Warning – Oxygen-enriched Environment

There is a risk of fire if the unit or controllers are used in an oxygen-enriched atmosphere. Store the controllers away from the bed when not in use or when using oxygen-administering equipment.



Warning – Electric Shock

To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.

The apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.

This equipment shall be connected to a mains socket outlet with a protective earthing connection.

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Please also observe the following:

- Do not use the Gaming station during a lightning storm. There may be a risk of electric shock from lightning.
- Use only the AC adapters that come with your Gaming station.
- Do not use the AC adapters if they are damaged or have split or broken cords or wires.
- Make sure that the AC adapters are fully inserted into the power strip.
- Carefully disconnect all plugs by pulling on the plug and not on the cord. Make sure the Nintendo Switch system is powered OFF before removing the AC adapter from an outlet.
- Do not disassemble any sub-components (console, controllers, AC adapters, etc.) on the Gaming station. Contact the support line (877.716.8550) if a sub-component needs to be replaced.

1.3 Cautions



Caution – Power

Only use attachments and accessories specified by the manufacturer.



Caution – Foreign Material

Never insert an object into the Gaming station through vents or openings. High voltage flows in the unit; inserting an object can cause electric shock and/or short internal parts. Only insert Nintendo Switch game cards into the Nintendo Switch system. Inserting any foreign material into the Nintendo Switch system may cause it to stop functioning.



Caution – Motion Sickness

Playing video games can cause motion sickness in some players. If you or your child feel dizzy or nauseous when playing video games, stop playing and rest. Do not drive or engage in other demanding activity until you feel better.

2 How to Operate the Starlight Nintendo Switch Gaming Station

2.1 Moving the Gaming Station

When moving the Gaming station, observe the following steps and warnings:

1. Disconnect the power cord from the power outlet. Properly store the power cord by winding it around the power cord hook in the back of the unit near the base.



2. Unlock the two locking casters (wheels).
3. Push on the cabinet to move the Gaming station. Push the unit from behind for general navigation. Push the unit from the front when you need to navigate tight spaces.



Do not push on the TV.

4. When the Gaming station is being set up for play, roll into position, then lock the two locking casters.
5. When not in use, properly store the power cord by winding it around the power cord hook in the back of the unit near the base.

This prevents:

- The power cord from being a tripping hazard
- People from stepping on the power cord
- Equipment from rolling over the power cord
- Objects from resting on the power cord

2.2 Powering OFF the Gaming Station for Storage or Transportation

Power OFF the Gaming station for short-term storage (up to a week):

1. Disconnect the power cord from the power outlet.
2. Properly store the power cord by winding it around the power cord hook in the back of the unit near the base.

Power OFF the Gaming station for long-term storage (more than a week):



Note: The Nintendo Switch Console has a rechargeable lithium-ion battery and the console will go to sleep within a few minutes of being unplugged. The battery will last in sleep mode for about a week before it will go flat. For long-term storage of more than a week, it is recommended to power OFF the console entirely.

Before disconnecting the main power cord, do the following:

1. Use an unfolded paperclip to press and hold down the power button on the console for 10 seconds to power it off.
2. The power button can be found through the hole in the clear plastic cover.



2.3 Playing a Nintendo Switch Game



Note: All Nintendo games carry Entertainment Software Ratings Board (ESRB) ratings to help parents make informed choices about suitable video game content. For more information about the ESRB rating, or to comment about the appropriateness of the rating, visit the ESRB website at esrb.org

To play a Nintendo Switch game:

1. After rolling the Gaming station into position and locking the two locking casters, Connect the main power cord to a power outlet.
2. Upon receiving power, the Nintendo Switch console and TV will automatically turn on.

Note: If the TV does not turn on automatically, it was likely manually turned off before the Gaming station was unplugged. Press the TV power button under the center of the TV to turn it on.

3. Press the HOME Button on the Pro Controller.
4. Press any button to go to the game selection screen.

A game can be selected from this screen, but only recently-played games will appear on this main screen. To view all titles, use the control stick to scroll all the way to the right, then select **All Software**.

5. To play a game, use the control stick to highlight a game, then press the A Button to start.

2.4 Controller Configuration

The Gaming station has three controllers – most games are playable with each controller configuration.

One Pro Controller



Two Joy-Con controllers

These controllers can be used individually for two players when held sideways as pictured below.

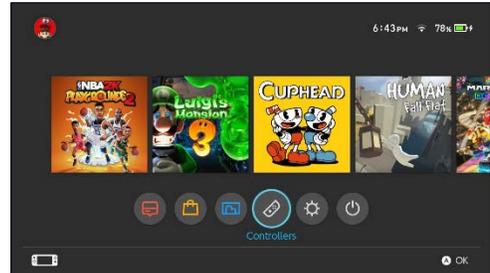


The Joy-Con controllers can also be used as a set for a single player, with a Joy-Con controller held vertically in each hand.

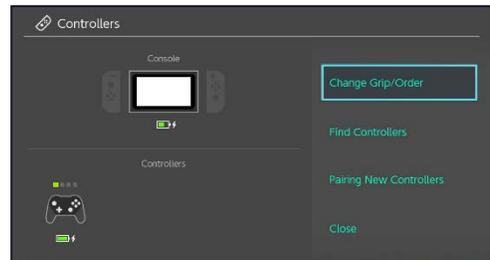


Each game typically has a controller screen that will prompt you to choose your preferred controller. An alternate way to select your controller is through the console’s controller menu.

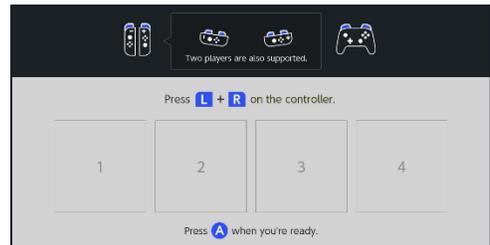
1. Press the HOME Button on the controller to open the HOME Menu.
2. Select **Controllers** at the bottom of the HOME Menu.



3. Select **Change Grip/Order**.



4. Follow the on-screen prompts to select the preferred controller configuration.



2.5 Connecting to the Internet



Caution: Connecting to the Internet may cause the Joy-Con controllers for this Gaming station to prompt an error screen for failing to install a controller firmware update. The message can be bypassed to play a game, but the message will appear each time a Joy-Con controller is powered on and syncs with the console. Contact support for updated replacement controllers to stop the error message from appearing.

To meet UL requirements for use in healthcare facilities, the batteries were removed from the Joy-Con controllers and Pro Controller – they get power solely from the controller cables. Unfortunately, the Joy-Con controllers cannot receive firmware updates without a battery and will prompt an error message. The controller firmware updates are a part of console updates that will automatically download when the console is connected to the Internet.

Connecting your Gaming station to the Internet allows users to watch video-on-demand using their personal accounts. It also allows your hospital to access the Nintendo eShop to purchase and download new games for your Gaming station.

Your healthcare facility may require additional set up from the IT department to allow a Gaming station to connect to the network. If you would like to connect the Gaming station to the Internet, Nintendo recommends connecting it to a network as an “authorized device.” An “authorized device” does not require login or a user to agree to a terms-of-use in the Internet browser each time they use the Gaming station. The Nintendo Switch console does not have an Internet browser; therefore, a login and terms-of-use agreement are inaccessible to the end user.

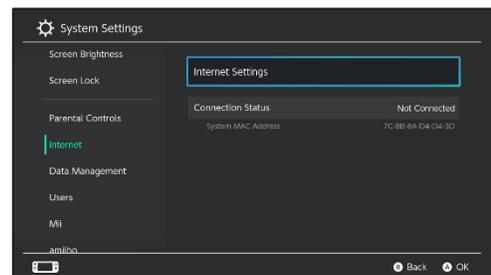
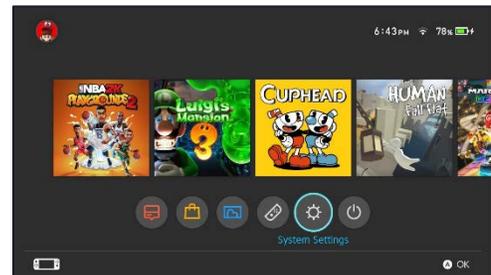
To connect the Gaming station to a network as an “authorized device,” the IT department may need the MAC address for the Nintendo Switch console. To identify the MAC address, see Section 2.5.1, MAC Address.

2.5.1 MAC Address

To Identify the MAC address, do the following:

1. Make sure the Nintendo Switch console and one of the controllers is powered on.
2. From the Home Menu, select **System Settings**.
3. Select **Internet** from the options on the left. The System MAC Address is listed on the right.

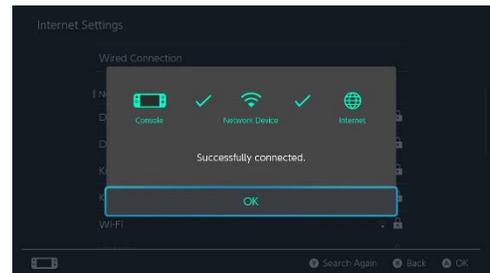
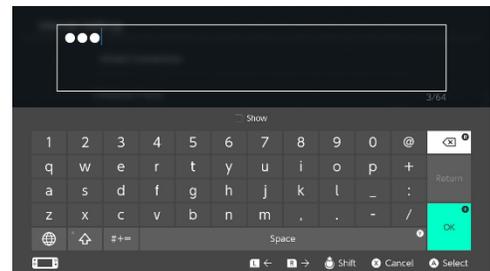
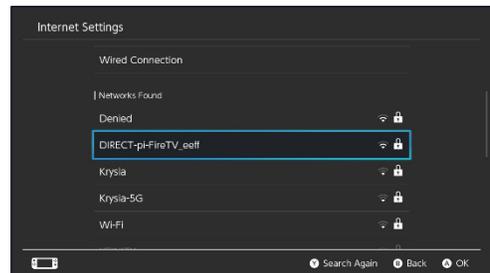
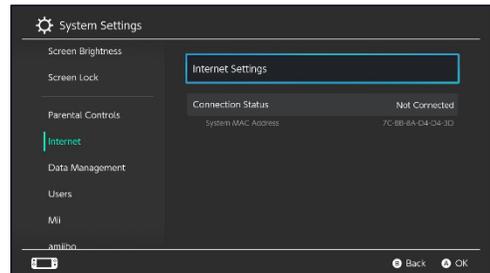
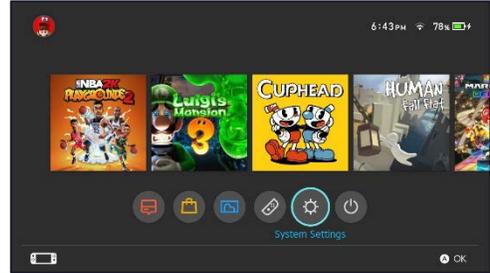
Consult your IT system administrator with questions on the best way to connect your Gaming station to the network.



2.5.2 Wi-Fi Network

To connect to the Internet through an available Wi-Fi network, do the following:

1. Make sure the Nintendo Switch console and one of the controllers is powered on.
2. From the Home Menu, select **System Settings**.
3. Select **Internet** from the options on the left.
4. Select **Internet Settings** on the right side. The console will search for available Wi-Fi networks.
5. Once the search completes, scroll down through the list of networks and select the name of your desired Wi-Fi network.
6. If prompted, use the onscreen keyboard to enter your Wi-Fi network's security key (password) and select **OK** when finished.
 - If you receive an error message, then the security key you entered was not valid. Try entering it again.
 - If you do not know the security key, see your IT system administrator.
7. The console will perform a connection test.
 - If the connection test fails, consult the message on the screen for the reason it may have failed. Then, consult your IT system administrator.



2.6 Nintendo Account



Caution: Nintendo strongly recommends that this password is strictly kept to the staff at your facility and not provided to patients or their families. With this password, someone can purchase games and change settings that will render this unit unable to operate as intended. Contact support with any questions or concerns.

The Nintendo Switch console in your Gaming station is set up with a Nintendo Account. All the games currently on your console are registered to this Nintendo account. The account is protected by a password.

The password is being provided to you in the event that you want to access the Nintendo eShop to purchase new games or download a video streaming app.

The Nintendo Account password for your Gaming station is: func3nt3r!9

2.7 Using a Video Streaming Service

Hulu is the only video streaming service available on the Nintendo Switch. To access, do the following:

- Refer to section 2.5, Connecting to the Internet
- Refer to section 2.6, Nintendo Account
- After connecting to the Internet, download the Hulu app from the Nintendo eShop
 1. Select **Nintendo eShop** from the Home Menu.
 2. Enter the Nintendo Account password.
 3. Search for “Hulu”.
 4. Follow the on-screen prompts to download.

| | Activate Account | Deactivate Account |
|---|---|---|
|  | <ol style="list-style-type: none"> 1. Launch the Hulu application. 2. Select Log In. 3. Select Log in on this device. 4. Enter the email address and password for the account. 5. Then select Log In. | <ol style="list-style-type: none"> 1. Launch the Hulu application. 2. Select Hulu in the upper right corner. 3. Select Log out at the end of the list. 4. Then select Log out of Hulu. |

2.8 Managing and Updating Games

2.8.1 Adding a New Game

Adding new games to your Gaming station is easy. You can purchase them directly from Nintendo eShop by adding funds to your Nintendo eShop account from a credit card or a Nintendo eShop Card purchased from a retailer.

The games available on Nintendo eShop range from full-fledged Nintendo Switch titles, to old-school Nintendo games, to downloadable content (DLC) for existing games, to a large variety of indie games. All games and content you purchase will be part of your Gaming station library for the life of the unit.

Before proceeding, refer to the following sections for information you will need:

- Refer to section 2.5, Connecting to the Internet
- Refer to section 2.6, Nintendo Account

To add a new game to your game library via a credit card, do the following:

1. Select **Nintendo eShop** from the Home Menu.
2. Enter the Nintendo Account password.
 - **Do not** save the password if prompted to do so.
3. Select **Search/Browse** and type the name of the genre or game title you want.
 - Alternatively, browse through the available curated game categories.
4. Once you have identified the desired game title, follow the on-screen prompts to purchase.

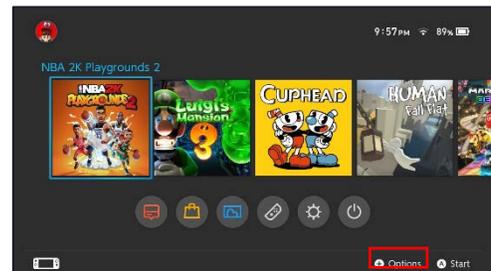
To add a new game or funds via a pre-paid Nintendo eShop card, do the following:

1. Select **Nintendo eShop** from the Home Menu.
2. Enter the Nintendo Account password.
 - Do not save the password if prompted to do so.
3. Select **Enter Code** at the bottom of the list on the left.
4. Follow the on-screen prompts to enter the code from the card to redeem it.

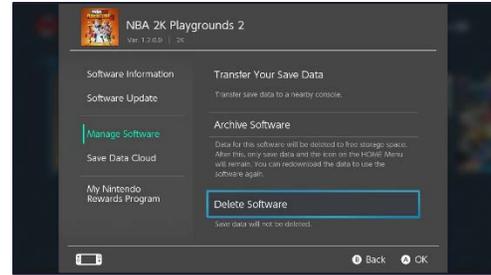
2.8.2 Deleting a Game

To delete a game from your game library, which can be re-added later, do the following:

1. From the Home Menu, highlight the game and press the + Button for **Options**.



2. Select **Manage Software** in the list on the left, then select **Delete Software**.
3. Select **Delete**.
4. After the game is deleted, select **OK**.



2.8.3 Re-adding a Game

To re-add a game to your game library that you previously deleted, do the following:

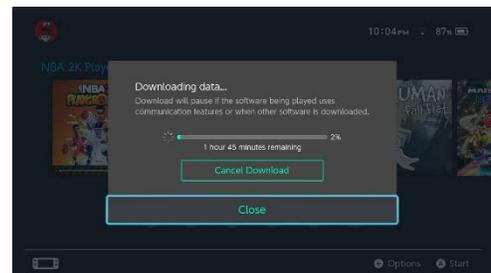
1. Select **Nintendo eShop** from the Home Menu.
2. Enter the Nintendo Account password.
 - Do not save the password if prompted to do so.
3. Select the user profile photo in the upper right corner.
4. Select **Redownload**.
5. Scroll to find the game you wish to re-download and select the cloud icon to download the game. The download will begin immediately.

2.8.4 Monitoring Downloads and Installation

Once a game starts downloading, the game tile will appear in the main list of games on the Home Menu.

Games that are downloading will have a progress bar across the tile.

To view the estimated time for completion, highlight the game and press the A Button.



2.9 Parental Controls



Caution: Do not provide the Parental Controls PIN code to patients or their family members. Do not change any of the Parental Controls settings. Contact our support team with any questions or concerns.

Parental Controls settings are in place to prevent users from altering data on the consoles or accessing inappropriate content. These settings restrict the following:

- Playing inappropriate games
- Accessing social media sharing options



Nintendo strongly recommends that access to Parental Controls be restricted to facility staff only. The PIN is being provided so you have control over your device.

The six-digit Parental Controls PIN code is: 060181

3 How to Troubleshoot the Gaming Station

3.1 Gaming Station Parts Overview

The Gaming station consists of the Nintendo Switch console, the Pro Controller, two Joy-Con controllers, and a TV.



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funcenter@noa.nintendo.com



3.2 Maintenance of Your Gaming Station

3.2.1 Assessing

To keep your Gaming station in working order, Nintendo recommends assessing it on a regular basis.

See the following Nintendo-recommended assessment routine:

1. Press all of the buttons on the Pro Controller and the Joy-Con controllers.
 - If any buttons are sticky, hold the controller upside-down and use a clean, dry toothbrush to scrub any sticky buttons.
 - If any of the buttons are loose or easier to press than the other buttons, then the controller may need to be replaced.
2. Inspect the controller cables for damage by lightly pinching them with your fingers and running your fingers along the entire length of cable. Cable damage is the most common cause of controller issues.
 - If you find any cuts or slices, or other hints of fraying along the cable, then your controller needs to be replaced.
3. Visually inspect screws and nuts to identify any that are stripped or missing.
 - It is better to replace missing or stripped fasteners as you find them than to have them become an issue with securing your Gaming station or having easy access to internal parts.

Call our support line at 877.716.8550 if you need any replacement parts.

3.2.2 Cleaning

To clean your Gaming station, refer to your facility's policy for cleaning electronic equipment. See the following tips for cleaning safety:

- Disconnect the power cord from the power outlet before cleaning the unit. Use a damp cloth to gently wipe down the Gaming station.
- Do not spray liquid or aerosol cleaners directly onto the unit.
- Do not use any detergent or bleach-based wipes on the TV or controllers as these substances will damage the parts.

See the following tips for preventing damage while cleaning:

- Do not drip any cleaning solutions into any of the compartments or parts of the Gaming station.
- Do not submerge any Game Station parts in any liquids.
- Do not press hard on the TV screen while cleaning it.



See the following recommendations:

The best practice for cleaning the TV screen is to dampen a cotton or microfiber cloth with distilled water, or a 50/50 mix of distilled water and white vinegar, then carefully wipe the screen using the damp cloth without pressing too hard. The most common damage to screens from cleaning is liquid contamination or scratches caused by abrasive cloths.

We understand that it is imperative in healthcare settings to sanitize the controllers between patient use. If you must use a sanitizing wipe, Nintendo recommends using alcohol-based wipes, as they dry faster and are less likely to leave a residue. When using these types of wipes, Nintendo recommends that you wring out any excess liquid from the wipes prior to using them to wipe down the controllers; this helps prevent liquid from going inside those parts.

The sanitizing cloths tested and recommended by Nintendo to clean the Gaming station are: PDI® Super Sani-Cloth® Germicidal Disposable Wipe. A similar alcohol-based wipe will suffice.

3.2.3 Console Maintenance

The Nintendo Switch console in this Gaming station is a retail, production unit. While some settings are blocked by Parental Controls, there are some things a user can do that may create an undesirable experience for other users, such as renaming the main user, adding extra users or deleting games.

3.2.3.1 Rename a User

1. From the Home Menu, select the picture of the user in the upper left corner.
2. Select **User Settings** from the list on the left.
3. Select **Nickname** from the list on the right.
4. Type “Starry” as the new user name, then select **OK**.

3.2.3.2 Delete a User

1. From the Home Menu, select **System Settings**.
2. Select **Users** from the list on the left.
3. Select picture of the User you want to delete.



If there is a Nintendo Account listed under the user, do not delete. Call our support line (877.716.8550) if this is a user you want to change or delete.

4. Select **Delete User**, then enter the Parental Control PIN – see section 2.9, Parental Controls.
5. Select **Delete** to verify, and then select **Next**. Then select **Delete This User**.

3.2.3.3 Managing the Album

The controllers have a button for capturing gameplay video and photos. This content shouldn't ever be inappropriate; however, the files can take up a lot of space on the



memory card supplied with the console. It may be necessary to periodically delete the files in the album.

1. From the Home Menu, select Album at the bottom of the screen.
2. Press the X Button on the controller to delete.
3. Select each file with the A Button, then select **Delete** on the right.
4. If there are a lot of images and videos, it may be faster to remove the console from its dock to use the touch screen to select the files.
 - To remove the console, see section 4.4, Removing the Nintendo Switch Console
 - To install the console, see section 4.5, Install the Nintendo Switch Console

3.3 Troubleshooting

| Issue | First-Try Solutions |
|---|---|
| No Power – Entire Gaming station | <p>All power runs through two components, the main power cord and the power strip. Check the following:</p> <ul style="list-style-type: none"> • The rocker switch on the power strip is toggled to the RESET position • The power strip is plugged into the main power cord. • The following part plugs are properly connected to the power strip, from left to right: <ul style="list-style-type: none"> ○ Fan ○ Nintendo Switch AC adapter ○ TV AC adapter • Each individual component is properly connected to its power source. • All cords are free of damage. |
| No Video – TV | <p>A red light on the TV means that the TV is powered OFF. If there is no red power light, then check for a “No Signal” message on the TV. If there is no red power light or message on the TV, then see No Power – TV.</p> <p>Check the following:</p> <ul style="list-style-type: none"> • Make sure the Nintendo Switch console is powered on with a green LED power light on the dock. • Check that the TV is set to the correct input, HDMI 1. • Check that the HDMI cable is Connected to the dock. • Check that the HDMI cable is connected to the TV. |
| No Power - Controllers | <p>Press any button on the controller – the LED sync lights should flash. If they do not flash, press and hold the SYNC button on the controller.</p> <ul style="list-style-type: none"> • If they don’t flash, the controller will likely need to be replaced. • If they flash: see Section 4.2, Sync the Pro Controller or Section 4.3, Sync the Joy-Con Controllers |

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| | |
|--|---|
| <p>No Power – Nintendo Switch Console</p> | <p>The Nintendo Switch console has a lithium-ion battery. If the Gaming station has been in storage for a long time, the battery on the console may have been depleted.</p> <p>Connect the main power cord to a power outlet. Allow the console to charge in its dock for 20 minutes, then press the HOME Button on the Pro Controller to wake it up.</p> <p>If there is still no power, verify the following.</p> <ul style="list-style-type: none"> • There is a green LED on the dock • The console AC adapter is connected to the dock and to the power strip. • While the Gaming station is plugged into power, lift the console from the dock and insert it back into the dock. Verify that the green LED on the dock illuminates. |
| <p>Games – Pre-existing Game Missing</p> | <p>A user may have deleted the game.</p> <p>See section 2.8.3, Re-Adding a Game</p> <p>If you do not want to or cannot connect the console to the Internet to redownload the game, contact support to set up a repair.</p> |
| <p>Games – All Games Missing</p> | <p>Contact support to set up a repair.</p> |
| <p>Controllers - Button problems</p> | <p>Some games do not use some of the buttons on the controllers. If buttons on the controllers should be usable but appear to not be working, do the following:</p> <ol style="list-style-type: none"> 1. Using a known working controller, from the Home Menu, select System Settings. 2. Select Controllers and Sensors from the list on the left. 3. Select Test Input Devices. 4. Select Test Controller Buttons. 5. Press all of the buttons on the controller you think is not working. <p>The buttons should register on the screen if they work. If you must press hard to get the button to register, or if it registers intermittently, the controller may need to be replaced. Call our support line to get a replacement controller.</p> |

4 Servicing



Caution: These servicing instructions are for use by qualified service personnel only. To reduce the risk of electric shock do not perform any servicing other than that contained in the operating instructions unless you are qualified to do so.

4.1 Replacing the Joy-Con Controller or Pro Controller Assemblies

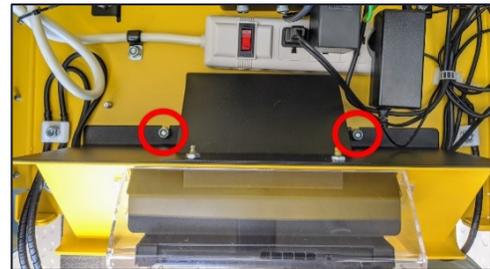
1. Make sure the Gaming station's main power cord is disconnected from power.
2. Use the key provided with the Gaming station to unlock both locks on the underside of the main cabinet.
3. The entire top of the cabinet can be removed from the Gaming station.

To remove, lift the front of the cabinet up to slightly tilt the cabinet cover and to get a solid two-hand grip on the cabinet cover.

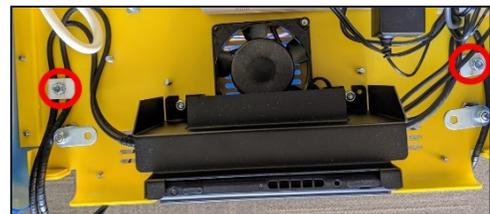
Then lift the cabinet cover straight up until the two tabs on the back of the cover exit the bottom cabinet.



4. Use a 7/16" socket driver to remove the two nuts that attach the console cover assembly to the cabinet. Once the nuts are removed, lift the console cover assembly away from the cabinet and set aside for reinstallation later.



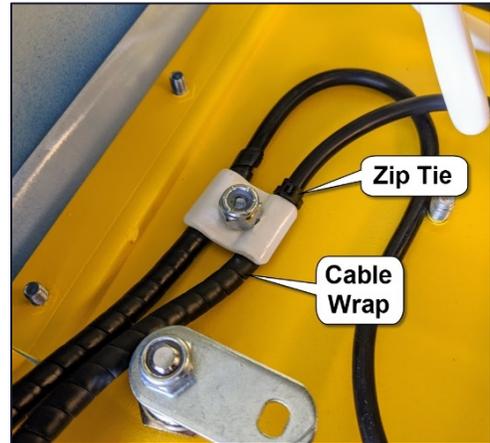
5. Identify the defective controller, then use a 7/16" socket driver to loosen the nut holding that controller's cable in place. Loosen the nut until the cable clamp is no longer pinching the cable and the cable can slide out.



6. Disconnect the controller USB connector from the dock.

7. *Install the new controller by inserting the controller cable into the clamp so that the spiral cable wrap is under the clamp and the zip tie butts up against the back of the clamp.*

8. *For Joy-Con Controllers: Use a 7/16" socket driver to tighten the nut for the cable clamp just until the cable is held in place, but loose enough that you can twist the cable under the clamp.*



9. *For Joy-Con Controllers: Hold the controller like you are playing a game, take note if the cable is twisting the controller uncomfortably in your hand. If the controller needs adjusting, twist the cable under the clamp until the controller is comfortable to hold.*

10. *Use a 7/16" socket driver to tighten the nut on the cable clamp until the cable is firmly pinched, and tugging or twisting the cable does not move the cable under the clamp. Be careful to not tighten it too much; it may damage the cable.*

11. *Connect the controller USB connector to the dock.*

12. *Install the console cover assembly back over the console and dock. Make sure to route any cables so they do not get pinched between the cover assembly and the cabinet.*

13. *Use a 7/16" socket driver to reinstall the two nuts that hold the console cover assembly in place.*

14. *Install the cabinet cover by inserting the back tabs of the cover into the slots in the back side of the bottom cabinet, then lower into place.*

15. *Use the key provided with the Gaming station to lock both locks on the underside of the main cabinet.*

16. *The controllers may need to be synced with the console.*

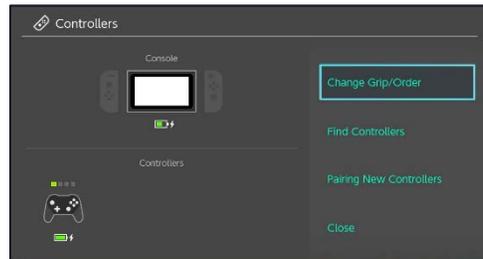
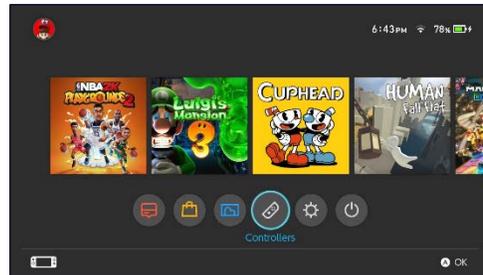
- *Section 4.2, Syncing the Pro Controller*
- *Section 4.3, Syncing the Joy-Con Controllers.*

4.2 Sync the Pro Controller

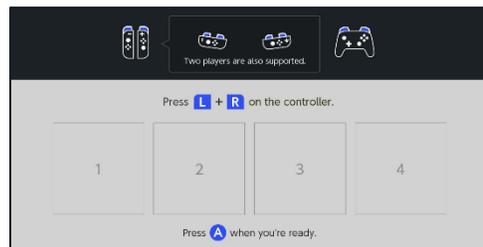
The Pro Controller syncs to the console on its own when it is plugged into the dock via a USB cable, just press the HOME Button to wake it up. If the Pro Controller does not sync on its own, do the following:

1. *Make sure the Gaming station's power cord is connected to a power outlet.*

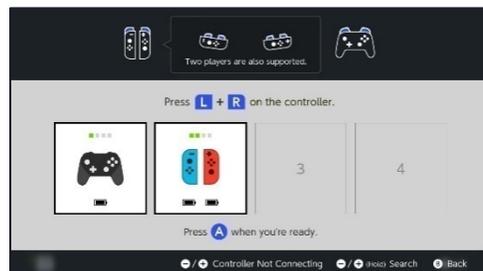
2. Press the HOME Button on the right Joy-Con controller to wake up the Nintendo Switch console, then press any button to go to the Home Menu.
3. From the Home Menu, use the right Joy-Con controller to select the **Controllers** menu and press the A Button.
4. Select **Change Grip/Order**.



5. Press and hold the SYNC Button on the Pro Controller until the lights flash on the controller.
 - The SYNC Button is the little button next to where the cable is connected to the controller.



6. The controller is synced when there are solid lights on the controller and a Pro Controller image appears in one of the boxes on the TV.
7. Simultaneously press the **L Button** and **R Button** on the Pro Controller to confirm the use of the controller.

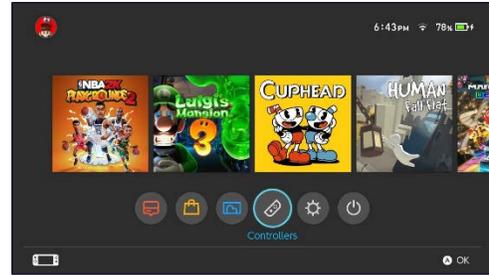


4.3 Sync the Joy-Con Controllers

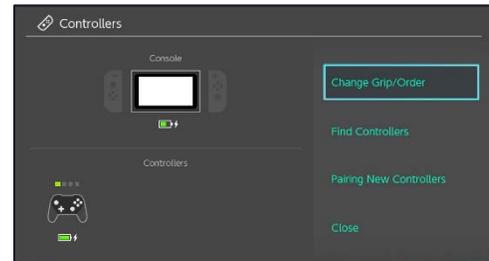
New Joy-Con controllers must be manually synced with the console after installation.

1. Make sure the Gaming station's power cord is connected to a power outlet.
2. Press the HOME Button on the Pro Controller to wake up the Nintendo Switch console, then press any button to go to the Home Menu.

3. From the Home Menu, use the Pro Controller select the **Controllers** menu.

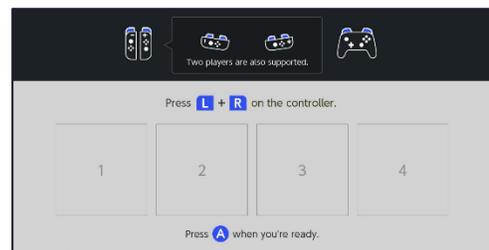


4. Select **Change Grip/Order**.

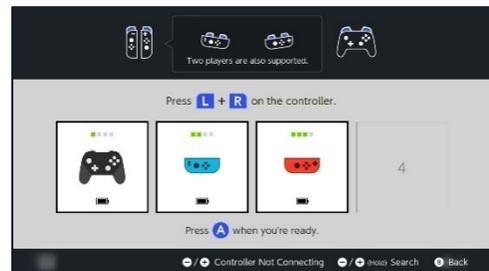


5. Use an extended paper clip to press and hold the SYNC button on the Joy-Con controller until the lights flash on the controller.

- The SYNC Button is inside the little hole on the rail that holds the Joy-Con controller



6. The controller is synced when there are solid lights on the controller and a Joy-Con controller image appears in one of the boxes on the TV.



7. Simultaneously press the **SL Button** and **SR Button** on the Joy-Con controller to confirm the use of the Joy-Con controller.

4.4 Remove the Nintendo Switch Console

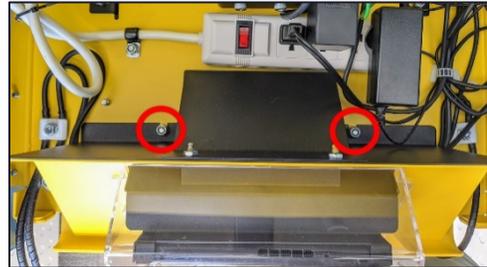
1. Make sure the Gaming station's main power cord is disconnected from power.

2. Use the key provided with the unit to unlock both locks on the underside of the main cabinet.

3. The entire top of the cabinet can be removed from the unit. To remove, lift the front of the cabinet up to slightly tilt the cabinet cover and to get a solid two-hand grip on the cabinet cover. Then lift the cabinet cover straight up until the two tabs on the back of the cover exit the bottom cabinet.



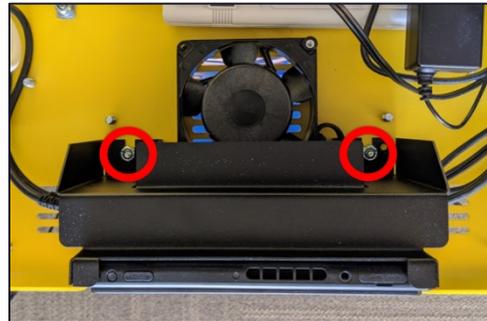
4. Use a 7/16" socket driver to remove the two nuts that attach the console cover assembly to the cabinet. Once the nuts are removed, lift the console cover assembly way from the cabinet and set aside for reinstallation later.



5. Use a 7/16" socket driver to remove the two nuts that attach the console bracket to the cabinet.

6. Lift the Nintendo Switch console out of the dock.

7. Set the console cover assembly back in place; to save time you do not need to secure it with the nuts. The cabinet cover will be installed afterward, which will prevent this from being removed.



8. Set the console bracket and all 4 nuts inside the cabinet to store for later.

9. Install the cabinet cover by inserting the back tabs of the cover into the slots in the back side of the bottom cabinet, then lower into place.

10. Use the key provided with the Gaming station to lock both locks on the underside of the main cabinet.

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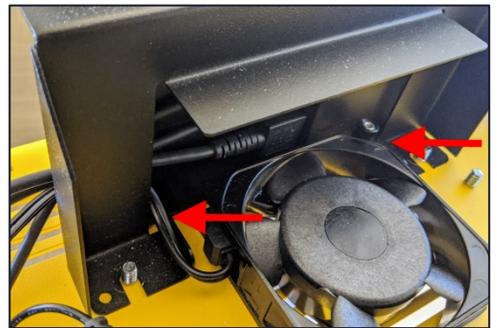
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4.5 Install the Nintendo Switch Console

1. Make sure the Gaming station main power cord is disconnected from power.
2. Use the key provided with the Gaming station to unlock both locks on the underside of the main cabinet.
3. The entire top of the cabinet can be removed from the Gaming station. To remove, lift the front of the cabinet up to slightly tilt the cabinet cover and to get a solid two-hand grip on the cabinet cover. Then lift the cabinet cover straight up until the two tabs on the back of the cover exit the bottom cabinet.
4. Remove the console cover assembly – if it is secured with nuts, use a 7/16" socket driver to remove the nuts.
5. Set the Nintendo Switch into the dock with the screen of the console facing you.
6. Place the console bracket onto the back side of the dock, with the hooks on the bracket (red arrows) grasping the back of the dock.
7. Then slide the dock and bracket against the PEM studs. Secure the bracket in place using a 7/16" socket driver and the nuts that were stored in the cabinet.
8. Install the console cover assembly back over the console and dock. Make sure to route any cables so they do not get pinched between the cover assembly and the cabinet.
9. Use a 7/16" socket driver to reinstall the two nuts that hold the console cover assembly in place.
10. Install the cabinet cover by inserting the back tabs of the cover into the slots in the back side of the bottom cabinet, then lower into place.
11. Use the key provided with the Gaming station to lock both locks on the underside of the main cabinet.
12. The controllers may need to be synced with the console.
 - See section 4.2 Sync the Pro Controller
 - See section 4.3, Sync the Joy-Con controllers





Notes



Notes

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