

Wireless Keyboard/Mouse Troubleshooting steps

Your wireless keyboard/mouse will have a USB receiver (antenna) which either plugs into the front or back of the computer, or is plugged into an extension stand closer to the desktop.

If your wireless keyboard/mouse becomes unresponsive, try the following:

1 - Turn keyboard/mouse off and back on

- If the keyboard/mouse has a power button underneath, try turning it off, waiting 10 seconds and turning it back on

2 - Move the keyboard/mouse closer to the receiver

- try moving the keyboard/mouse closer to the USB receiver, either in back of the computer, or the receiver stand

3 - Re-connect the wireless keyboard/mouse

- If the wireless keyboard/mouse/receiver has a re-connect button underneath, try using that

4 – Reboot the computer

Reboot the computer using Start > Restart

Power off the computer completely using Start > Shutdown, waiting 1 minute and power it back on

5 – Re-insert the USB receiver

Remove the USB receiver, turn off the computer, insert the USB receiver, turn the computer on

If the wireless keyboard/mouse/receiver has a reconnect button underneath, try using that

6 – Try a wired keyboard/mouse

Try plugging in a wired USB keyboard/mouse into the front USB ports on the computer and reboot

Try plugging in a wired USB keyboard/mouse into the back USB ports on the computer and reboot

Try plugging in a wired PS2 (round green/purple jacks) keyboard/mouse into the back of the computer and reboot