TROUBLESHOOTING GUIDE

Mouse or keyboard not working

KB Home > User Troubleshooting > Mouse or keyboard not working

Questions

- Is it a wireless mouse/keyboard, or is it wired?
 - wireless
 - wired
- Are you trying to log in to the Teaching Station?
- <u>Is the keyboard "typing the wrong letters"?</u>

Wireless mouse/keyboard

- Do clicking the mouse or tapping esc/space/enter on the keyboard give any sort of response?
- Let's check & see if it's turned on
 - It may have an **on/off switch** on the bottom, or on the back
 - o To "wake it up," some models need to be turned off & then back on again
- The batteries may have run out
 - Send a co-pilot with AAA batteries

Wired mouse/keyboard

- Do clicking the mouse or tapping esc/space/enter on the keyboard give any sort of response?
- Are they able to physically access the USB port that the keyboard is plugged into?
 - o If yes, try uplugging & replugging the USB connection

- Does it look like it's physically damaged?
 - Send a co-pilot

If they're trying to log in to the Teaching Station

- Ask them to use the touchscreen keyboard that's displayed on-screen.
 - The physical keyboard only controls the Room PC, not the touchscreen.

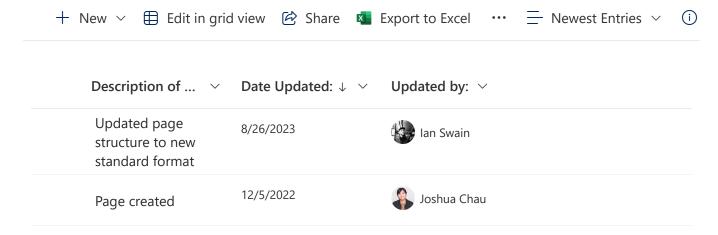
If the user's keyboard is "typing the wrong letters"

• Visit this troubleshooting page: <u>Keyboard typing wrong letters</u>

Keywords: #mouse #keyboard #battery #batteries #out #broken #not #working #dead #can't #type #typing #not #enter #entering #password #AAA

Mouse/keyboard not work changelog

See all



Properties

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