

TROUBLESHOOTING GUIDE

Mouse or keyboard not working

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Questions

- Is it a *wireless* mouse/keyboard, or is it *wired*?
 - [wireless](#)
 - [wired](#)
 - [Are you trying to log in to the Teaching Station?](#)
 - [Is the keyboard "typing the wrong letters"?](#)
-

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
 - 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?
 - If yes, try **unplugging & 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: [Keyboard typing wrong letters](#)

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

Mouse/keyboard not work changelog

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