Slide 1	Smarter **technology** for all **Mouse issues** Lenovo Global CEC Education Latest Update: 03/30/2022 | version 0.1 Techs Efficiency Lenovo	
Slide 2	**General troubleshooting steps** When a customer contacts you for resolving mouse issue, here's what you'll tell them as a <u>basic checklist</u>: 1. Check or replace the batteries if the mouse is wireless 2. If the mouse has a switch or power button, make sure it is on (some product may have a light on the bottom when power is on) 3. Check the mouse cable or USB connector. Try unplugging and then plugging the cable or connector back in 4. If the PC has multiple ports that support the mouse cable or connector, try a different port 5. Clean the mouse using the manufacturer's instructions 6. Use the mouse on a flat, non-reflective surface 7. Verify the latest driver from the manufacturer is installed for the mouse 8. Some wireless mice may have special pairing instructions. See the mouse manufacturer's web site for additional instructions. 7	Basic checklist: 1. Check or replace the batteries if the mouse is wireless 2. If the mouse has a switch or power button, make sure it is on (some product may have a light on the bottom when power is on) 3. Check the mouse cable or USB connector. Try unplugging and then plugging the cable or connector back in 4. If the PC has multiple ports that support the mouse cable or connector, try a different port 5. Clean the mouse using the manufacturer's instructions 6. Use the mouse on a flat, non-reflective surface 7. Verify the latest driver from the manufacturer is installed for the mouse 8. Some wireless mice may have special pairing instructions. See the mouse manufacturer's

		web site for additional instructions
Slide 3	**Types of mouse products** We shall look at three Lenovo mouse product types: • Notebook Mice (wireless/Bluetooth) • Notebook Mice – USB cable attached • Desktop Mice (USB – Cable attached) **Note**: To get the entire list of mouse products, click on this link https://support.lenovo.com/in/en/solutions/pd010191 	Three mouse types: - Notebook Mice (wireless/Bluetooth) - Notebook Mice – USB cable attached - Desktop Mice (USB – Cable attached)
Slide 4	**Notebook Mice (Wireless/Bluetooth)** The **Lenovo Dual Mode Wireless N700 mouse** (888015450) features a laser pointer and is ideal for those who give presentations regularly. This three-button mouse connects to your screen with a nano-dongle that uses 2.4G wireless technology or Bluetooth (Win8 or above). The dual functionality allows it to easily switch from mouse to pointer, with a laser sensor for precision tracking. Moreover, the compact design allows it to be easily transported for business meetings. 	The **Lenovo Dual Mode Wireless N700 mouse** (888015450) features a laser pointer and is ideal for those who give presentations regularly. This three-button mouse connects to your screen with a nano-dongle that uses 2.4G wireless technology or Bluetooth (Win8 or above). The dual functionality allows it to easily switch from mouse to pointer, with a laser sensor for precision tracking. Moreover, the compact design allows it to be easily transported for business meetings.

Slide 5		The portable, ambidextrous **ThinkPad Bluetooth Laser Mouse** (0A36407 / 0A36408) is perfect for anyone looking for a compact mouse to use everyday and while on-the-go with their Bluetooth-enabled desktop or notebook system. ThinkPad Bluetooth Laser Mouse (0A36407 / 0A36408) eliminates the cord and delivers extraordinary control on virtually any surface.
Slide 6		The **ThinkPad X1 Wireless Touch Mouse** is the perfect companion accessory to expand the X1 experience. This thin and light dual mode travel mouse can be conveniently stowed in a pocket or bag while you are on-the-go. Flip the mouse over to use the integrated touchpad presenter and navigate through slides with full control.
Slide 7		The **ThinkPad USB Travel Mouse** (31P7410) is compact and portable, ideal for everyday use or for those on the go.

Slide 8	 **Lenovo IdeaPad Gaming M100 RGB Mouse**: The M100 RGB Gaming Mouse has 7 programmable buttons, a precise 3200 DPI sensor, and an ergonomic shape so that you can play for hours without discomfort. It also has 2-zone 7-color cycling LED backlights. You can customize the function of your mouse to suit each mission. 	**Lenovo IdeaPad Gaming M100 RGB Mouse**: The M100 RGB Gaming Mouse has 7 programmable buttons, a precise 3200 DPI sensor, and an ergonomic shape so that you can play for hours without discomfort. It also has 2-zone 7-color cycling LED backlights. You can customize the function of your mouse to suit each mission.
Slide 9	 **ThinkPad Precision USB Mouse** (0B47151): The new and stylish ThinkPad Precision USB Mouse (0B47151, 0B47152, 0B47153, 0B47154, 0B47155, 0B47156, 0B47157, 0B47158) provides matching color options to accompany your system and other accessories. 	**ThinkPad Precision USB Mouse** (0B47151): The new and stylish ThinkPad Precision USB Mouse (0B47151, 0B47152, 0B47153, 0B47154, 0B47155, 0B47156, 0B47157, 0B47158) provides matching color options to accompany your system and other accessories.
Slide 10	 **Lenovo Fingerprint Biometric USB Mouse**: Lenovo Fingerprint Biometric USB Mouse (4Y50Q64661) enhances your personal security and privacy without compromising productivity. The Lenovo Fingerprint Biometric USB Mouse offers superb input functionality with an integrated fingerprint sensor for password-free authentication. 	**Lenovo Fingerprint Biometric USB Mouse**: Lenovo Fingerprint Biometric USB Mouse (4Y50Q64661) enhances your personal security and privacy without compromising productivity. The Lenovo Fingerprint Biometric USB Mouse offers superb input functionality with an integrated fingerprint sensor for password-free authentication.

Slide 11		**Lenovo Scrollpoint Mouse** (31P7405): It is a comfortably shaped mouse with the latest technology. The ScrollPoint Mouse is ideal for horizontal and vertical scrolling. Since optical technology provides precision control without a mechanical ball, there is no need for a mouse pad.
Slide 12		Troubleshooting steps: 1. Right-click the Windows icon and select **Device Manager** from the menu 2. Check to see if the mouse is listed under Human Interface Devices or Mice and Other Pointing Devices (click the symbol on the left to see the options) 3. Right-click the mouse driver and select **Uninstall** (do not uninstall the driver software) 4. After uninstalling, **reboot** the PC 5. Windows will try to reinstall the driver

Slide 13		Troubleshooting steps: 1. Right-click the Windows icon and select **Device Manager** from the menu. 2. Check to see if the mouse is listed under Human Interface Devices or Mice and Other Pointing Devices (click the symbol on the left to see the options) 3. Right-click the device and select Properties and select the **Driver** tab 4. If available, **Roll Back** the driver 5. If the troubleshooter could not resolve your issue, then you need to raise an eTicket, if the system is under warranty.
Slide 14		Set specific mouse options by selecting Mouse from Control Panel.

| Slide 15 | | **Scenario -1**

My mouse suddenly stopped responding when I moved it and the red-light of the mouse turned on. None of the buttons on it work though. I tried checking the settings but that didn't work as well. I also tried turning the mouse on and off but nothing happened and finally I tried unplugging my mouse from my computer but that also did not help. What do I do now?

Troubleshooting steps:

This may be a driver issue. Depending on version of Windows,

1. Right click on the Start button and select Computer Management

2. Select Device Manager

3. Check to see if your mouse is listed under Human Interface Devices or Mice and Other Pointing Devices

4. Right click on the mouse entry and select uninstall

    1. if you are prompted to delete the drives click yes.

5. Click on the Actions tab at the top and select Scan for Hardware Changes. This should update the driver for the mouse. |

| Slide 16 | | **Why is my Lenovo mouse blinking?**

The flashing amber LED indicates a low battery power level. Push the power switch to the off position when you are not using the mouse. This extends the battery life. After disconnecting the USB dongle from your computer, store it in the wireless mouse compartment or in the wireless keyboard compartment.

Why has my mouse stopped working?

In most cases, when a mouse and/or keyboard become unresponsive, one of two things are to blame: (1) The batteries in the actual mouse and/or keyboard are dead (or are dying) and need to be replaced; or (2) the drivers for either or both devices need to be updated. |
| Slide 17 | | **How do I unlock the mouse on my Lenovo Yoga?**

Hold the Windows logo key and press the R key to open a run command box

1. Type "control mouse" in the box and press Enter

2. Click the "Device Settings" tab

3. Click the Lenovo Touchpad in the "Devices" list and click the "Enable" button to activate the Touchpad

4. Click the "OK" button to save your changes

How to Manually Connect a Bluetooth Lenovo Mouse

1. Click the "Start" button on the desktop (with the current |

		touchpad), then select "Control Panel"
		2. Click "Hardware and Sound" from the Control Panel window, followed by "Bluetooth Devices"
		3. Select the mouse and click "OK" (most Bluetooth mice do not have a pair cod
		Why is my wireless mouse flashing red and green?
		If your device has a battery indication light, it will blink and alternate between red and green to indicate that the **device is discoverable**.
Slide 26	Smarter technology for all Lenovo **thanks.**	