

Reolink NVR Mouse not Working

Having trouble connecting the mouse to your Reolink NVR or experiencing issues with your CCTV mouse not working? This article offers troubleshooting tips to help you resolve these issues.

Applies to: All Reolink NVRs

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After connecting the mouse to your Reolink NVR, if the mouse's indicator light doesn't illuminate or you're unable to operate it on the NVR, it indicates that the CCTV mouse not working.

Troubleshooting Reolink NVR Mouse not Working

1. Ensure the mouse works fine with a PC or other devices.
2. Determine if it is a Reolink NVR wireless mouse or a wired mouse. If the Reolink NVR mouse still doesn't work, reboot the NVR.
 - For a wired mouse, try using a different **USB** port and mouse on the NVR.
 - For a wireless mouse, try using a wired mouse for the test.
3. Make sure the firmware version of the Reolink NVR is the latest. [How to Manually Update firmware for Reolink Device](#)
4. Restore/Reset the Reolink NVR. [How to Reset Reolink Devices](#)

If the problem persists after going through the steps above, you may contact the **Reolink Support Team**. Submit a support request, providing all the details of the troubleshooting steps you've taken and the results.