



Wireless Mouse Check Process

NOTE: During all stages, check to see whether there is any reaction of the tracking light, as this can be a key indicator as to whether there is a power or connectivity issue.

- Occasional light flashes indicate a likely connection issue
 - No light implies there might be a drained battery
1. Remove mouse from box and check for any signs of damage to the mouse itself.
 2. Check cable and antenna for signs of damage (do this before testing the mouse, to avoid risk of damaging the components yourself)
 3. Insert antenna and switch power on mouse ON
 4. Test mouse for reaction
 5. If there is no reaction, try a different USB port to ensure this isn't the problem and check again.
 6. If there is still no response, connect the charging cable and test for a reaction again.
 7. If there is still no reaction, follow the 7 repairing steps on the FAQ (<http://handshoemouse.com/faq/>)
 - a. Ensure you perform these several times
 8. If there is still no reaction, leave the mouse connected to the power, with the switch ON and the computer ON (not in standby or sleep mode), for at least 4 hours
 9. Check the mouse for a reaction again
 10. If there is no reaction, perform the repairing steps again (see above for FAQ link).
 - a. Ensure you perform these several times
 11. Lay the original antenna and cable aside and take a new one of each.
 12. Connect the mouse via the new charging cable and perform the re-pairing steps to pair the mouse to the new antenna
 - a. **NOTE:** for NEW, dual mode mice, the charging cable should NOT be connected during repairing. Instead, connect the new charging cable and charge for a further 4 hours to ensure there is power BEFORE performing the re-pairing steps.
 13. Test mouse for reaction.
 14. If there is still no reaction, the mouse needs to be opened to check for signs of damage, HOWEVER, check the following BEFORE opening the mouse:
 - a. Is the base properly connected to the top of the mouse?
 - b. Is there any damage to the tracking eye of the mouse?
 - c. Are the screws in the base of the mouse scratched at all?
 15. The above can indicate that the mouse has been opened by the customer and needs to be checked with them, as this would void the warranty.
 16. Open the mouse carefully and check for disconnected cables or signs of damage (broken/cracked plastic or scratched motherboard etc.)
 - a. **NOTE:** there is a cable between the motherboard and buttons that should not be tugged on harshly so take care when separating the halves

17. Blow out any dust with pressurised air (DO NOT blow, as moisture is damaging to electronics of this nature)
18. Press the mouse buttons to see whether the tracking light switches on at this stage. If it does not, disconnect and reconnect the cable between the motherboard and mouse buttons.
19. Test again for a reaction
20. If there is still no reaction, the mouse should be archived for return to the producer for further analysis.