

MOUSE UNRESPONSIVE / MALFUNCTION – WORK AROUND

1. Problem Description

- Mouse cursor not moving
- Mouse clicks not working
- Keyboard still works
- Windows screen still active

2. Possible Root Cause

- Faulty USB port (Cable connected to PC loose) – (Wired)
- Damaged mouse cable (wired)
- Mouse hardware failure (sensor/button internal fault)
- Battery finished (Wireless)

3. Resolution

- Unplug and reconnect the mouse – (wired)
- Try connecting to different USB port in PC – (wired)
- Test connect mouse to another computer
- Restart the computer using keyboard (Ctrl + Alt + Delete → Restart)
- Check for visible cable or connector damage
- Change wireless mouse battery
- If still not function, contact IT for assistance

4. Steps of User Guide:

Step 1 — Check Physical Connection



- A. Disconnect the mouse USB cable
 - B. Wait 5 seconds.
 - C. Plug it back into another USB port if available.
 - D. Wait for Windows to detect the device.
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Step 2 — Check Mouse Sensor

- A. Turn the mouse upside down.
- B. Verify the optical light/sensor is on.



- C. Clean dust or debris from the sensor area.
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Step 3 — Restart Windows

Using keyboard:

- A. Press Ctrl + Alt + Delete
 - B. Press Tab until power icon selected
 - C. Press Enter
 - D. Select **Restart**
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Step 4 — Escalate to IT support if still not resolved

- A. Try the mouse on another computer.
- B. Replace mouse if hardware failure confirmed.
- c. Contact IT Support if still unable to resolve.

