

Printers, monitors & devices | Easy | 2 min read

Wireless mouse or keyboard not working: pairing and batteries

Wireless mice and keyboards are handy, but they can stop working because of flat batteries or a lost connection. Most faults are quick to put right.

Start with the batteries

This is the most common cause.

1. Switch the device off, using the switch underneath if there is one.
2. Replace the batteries with fresh ones of the same type, making sure the plus and minus ends face the right way.
3. Switch it back on.

If it is rechargeable, charge it for at least an hour, using the cable it came with. If a battery looks swollen or leaks, stop using it and dispose of it safely.

Check the type of connection

Wireless devices connect in one of two ways:

- **A USB receiver**, which is a tiny plug in the computer, often kept in a slot on the mouse
- **Bluetooth**, with no receiver

If it uses a USB receiver

1. Unplug the receiver and plug it into a different USB port.
2. Move it closer, ideally within a metre or so.
3. Check the device is switched on.
4. Some devices have a small **Connect** button. Press it as the leaflet describes.

If it uses Bluetooth

On Windows, open **Settings**, then **Bluetooth & devices**. On a Mac, open **System Settings**, then **Bluetooth**. If the device is listed but not working, remove it and add it again. Put the mouse or keyboard into pairing mode, which usually means holding a small button until a light flashes. The leaflet shows how. See our guide on Bluetooth not connecting.

Other tips

- Keep metal objects and Wi-Fi routers away from the receiver
- A glossy or glass desk can confuse an optical mouse, so try a mouse mat

When to get more help

If a new battery and re-pairing do not help, try the device on another computer. If it fails there too, it may need replacing. Tell us the make and model and how it connects.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.