

How to fix a wireless mouse and why the mouse doesn't work

Wireless mice often have connection loss errors that affect user performance. Let's learn how to fix a frozen wireless mouse through the following article!

With convenient Bluetooth connection, wireless mouse users can comfortably use the mouse in many locations without the hassle of traditional wire connections. However, after a period of use, wireless mice often experience connection loss or intermittent connection errors. In the following article, join TipsMake to find out the reasons and how to fix a wireless mouse that cannot move!

Signs of errors in wireless mice

Sometimes users will experience sudden loss of connection signal or interference, affecting the performance of tasks. This condition can occur for a number of reasons:

1. The mouse pointer is unresponsive or moves erratically.
2. Mouse buttons do not move or are frozen.
3. The wireless mouse does not receive operating signals and stops working after a few minutes of use.
4. The computer mouse has signal interference, causing control to not work as expected.
5. The mouse light does not light up.

Picture 1 of How to fix a wireless mouse and why the mouse doesn't work

If users notice that their mouse is experiencing a similar situation with the above signs, it may be at fault. The causes and ways to overcome this situation will be summarized by **TipsMake in the next part of the article.**

>> **See more: What is mouse speed? Effective ways to adjust mouse speed**

Reasons why the mouse does not work and how to fix the wireless mouse

In fact, there is not just one but many reasons why a wireless mouse cannot move. So when you notice any signs, you need to determine the exact cause to have the most effective remedy. Here are some **causes and** quickest ways to fix a wireless mouse:

1. The mouse hover surface is not suitable

The mouse moving surface is an important factor that determines the performance of a computer mouse. Wireless mice are only suitable for operating in certain environments such as on flat, smooth surfaces that are not reflective or absorbent. For best use, users should use it with a dark-colored mouse pad to ensure accuracy when moving the mouse.

Picture 2 of How to fix a wireless mouse and why the mouse doesn't work

Glossy table surfaces and plastic stickers will reduce the ability to manipulate and make it difficult for the mouse to move. They have strong reflective or optical absorption properties, so they can easily cause the wireless mouse to freeze and cause wave disturbances, making it impossible to receive signals to determine working coordinates. This limitation can be overcome on high-end mouse lines thanks to the integration of high technology to increase device compatibility on many surfaces.

2. Check and replace the battery

When you see that **the wireless mouse cannot move** or operates intermittently, you should check the mouse battery first. Normally, the surface below the mouse will display a glowing red LED indicating that the battery is inserted and working. If you don't see the light turn on, open the cover, remove the battery and reinsert it. If you have reinstalled the battery but the light still does not light up, you should replace the battery with a new one.

Picture 3 of How to fix a wireless mouse and why the mouse doesn't work

Before replacing the new battery, you should check the contact between the battery and the two electrical terminals to see if there is any looseness and adjust accordingly. In addition, when installing the battery into the device, you also need to make sure you have installed the correct polarity according to the symbol for placing the positive and negative ends of each battery.

Note: The red LED light that lights up and flashes when the battery is low is only valid for most mouse types. Because on the market today there are some types of computer mice that do not display lights even when operating.

3. Check Bluetooth and mouse switch

The cause of **the wireless mouse freezing** may be due to the connection or the mouse opening switch not being turned on. For **Bluetooth-connected mice**, you need to check whether the device is connected to Bluetooth or not when you encounter a situation where the mouse stops or the connection is unstable. In case the computer is connected to the USB plug but still cannot use the mouse, you need to check the on/off button of the mouse switch. This is a common cause of mouse errors that many people often make.

Picture 4 of How to fix a wireless mouse and why the mouse doesn't work

Additionally, if Bluetooth still works normally but the mouse is still having problems, close the mouse switch, then remove and reinsert the USB plug. At the same time, you also try moving electronic devices placed around the mouse a certain distance away to avoid interference.

4. Check the mouse's power

In case you turn on the switch but the power light still does not light up, there is a high possibility that the mouse power source is damaged. Now, to find out the reason, try removing the mouse's USB port and plugging it into another port to see if it accepts the connection to the device or not. If you don't receive it, the USB receiver is broken and you need to go to a repair facility to replace the source or buy a new computer mouse.

Picture 5 of How to fix a wireless mouse and why the mouse doesn't work

5. Check Device Manager

Sometimes, the cause of the computer mouse not working comes from your computer. In this case, to check, follow these steps:

1. **Step 1 : Press the Windows + R** key combination to open the **Run** dialog box . Next, enter the keyword **devmgmt.msc** into the search box .

Picture 6 of How to fix a wireless mouse and why the mouse doesn't work

1. **Step 2:** On the interface screen, click on the **Universal Serial Bus controllers** line to check the USB connection ports to the computer device. If you do not see the name of the mouse port displayed, click **Scan for hardware changes** to scan and reconnect to the devices. Finally, check again to see if the mouse has been connected successfully.

Picture 7 of How to fix a wireless mouse and why the mouse doesn't work

Epilogue

This article on TipsMake shares with you the signs and how to fix the error of a wireless mouse not receiving a signal. Hope you have successfully connected the mouse using the above methods. Don't forget to share the article if you find it effective.

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