

# Why is the mouse light on but not moving?

If your mouse only lights up but cannot move on the screen, this could be a sign of some connection or hardware error. Free Download will show you how to check and fix this error effectively.

There are some cases where the mouse lights up but freezes and cannot move. The cause and how to fix this error will be shared by Free Download below.

## How to fix mouse light on but can't move

### Method 1. Change USB port

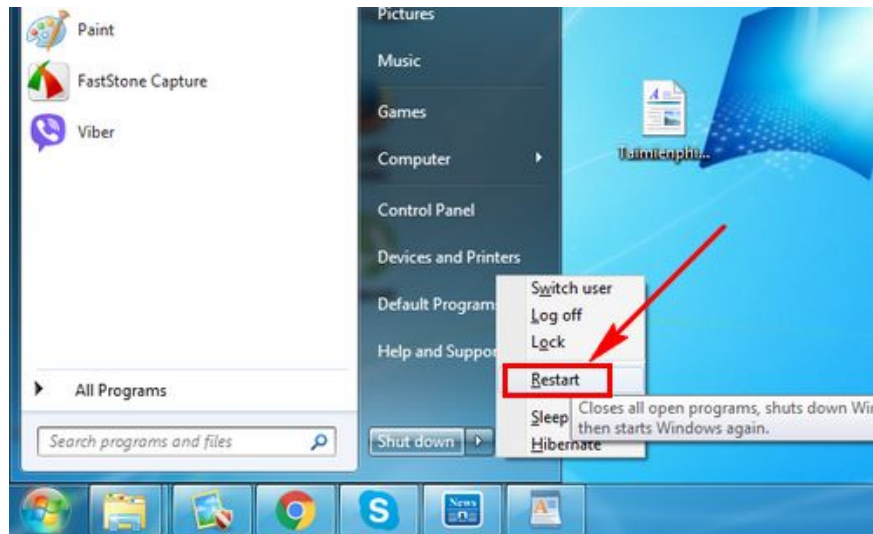
This error may be caused by a loose or faulty USB port. Try unplugging the mouse and plugging it back into another USB port to fix the problem.



### Method 2. Restart your computer

If the mouse still doesn't work after plugging it back in, your computer may have a software conflict. Try restarting your computer to resolve this issue. You can press the Windows key > Right arrow > Up arrow and

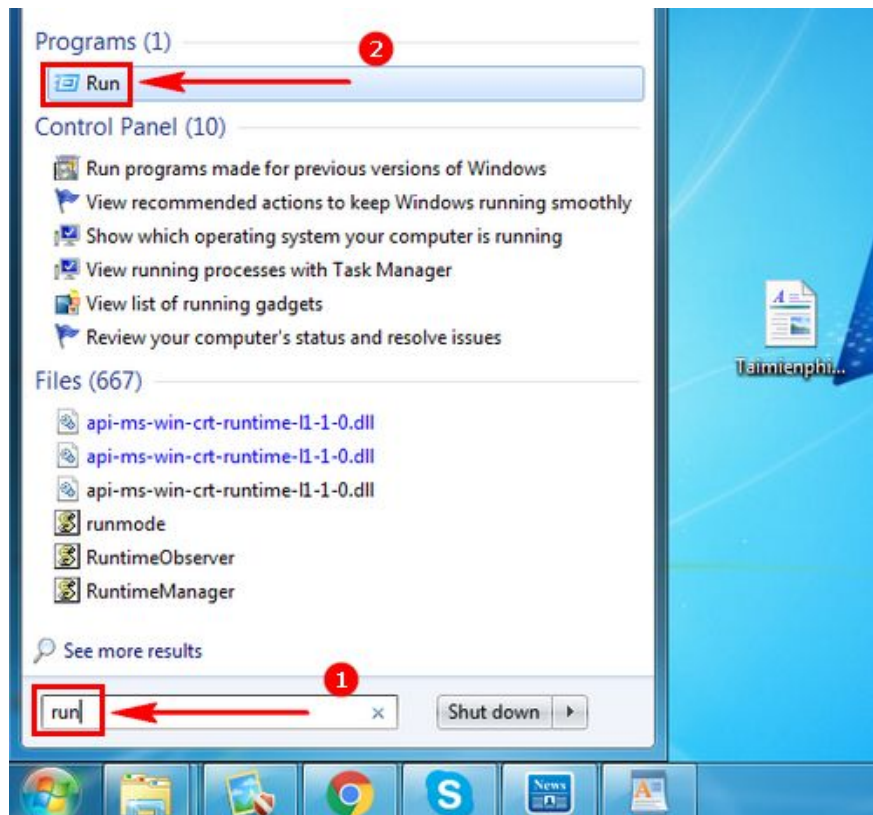
select Restart to restart your computer.



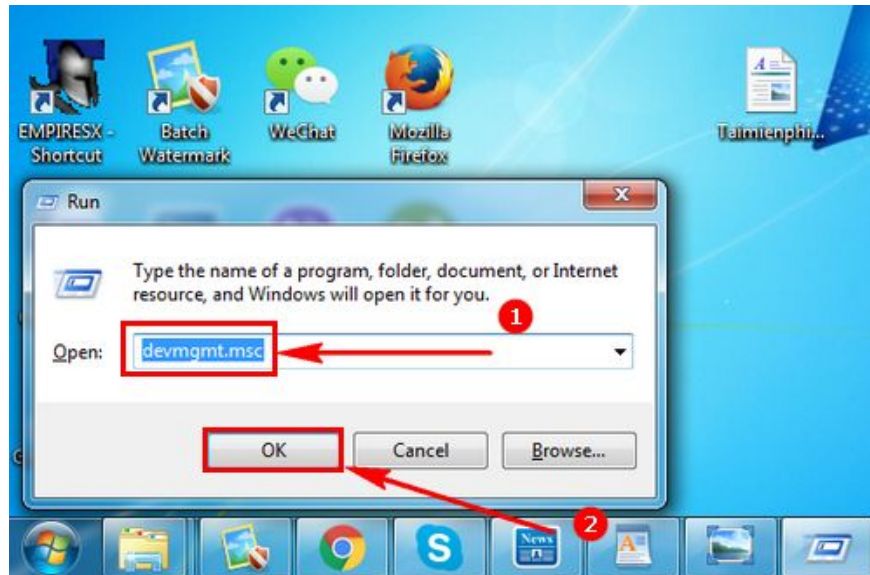
### Method 3. Uninstall computer mouse driver

If that still doesn't fix it, you can uninstall the mouse driver and reinstall it.

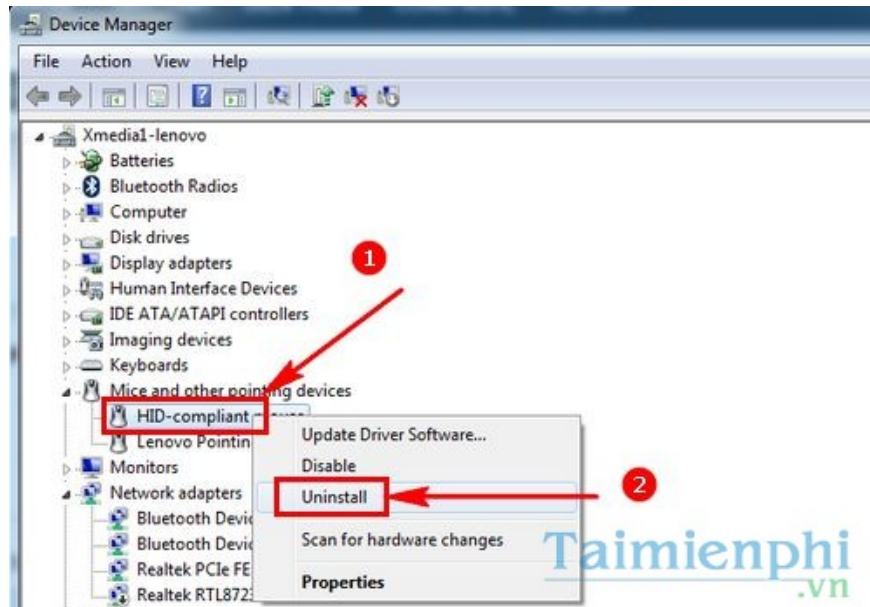
**Step 1:** Click **Start > Run**.



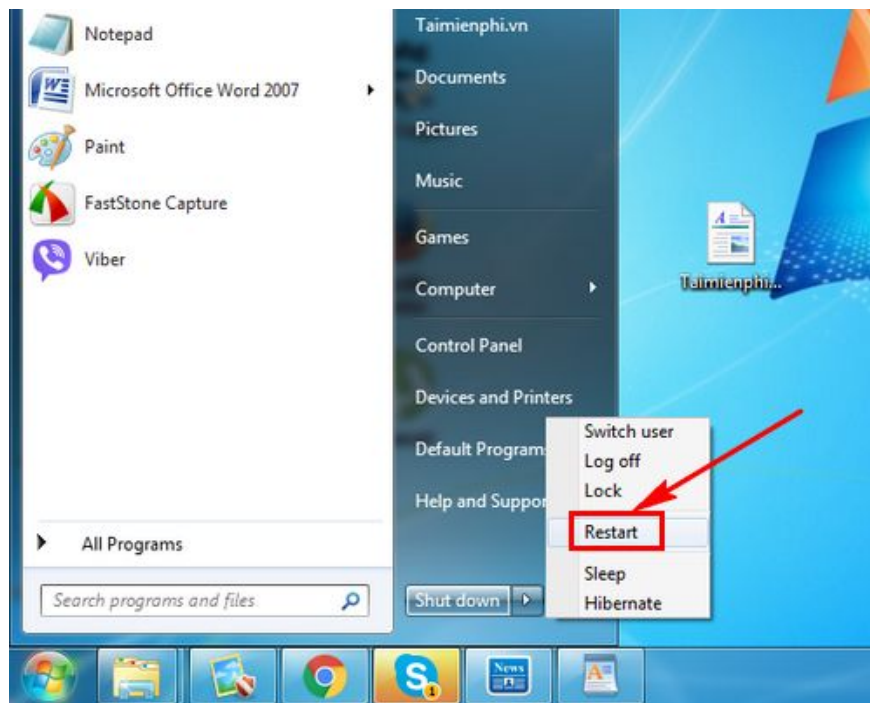
**Step 2:** Type **devmgmt.msc** into Run and press **Enter** to open.



**Step 3:** Select **HD Complaint mouse** and right click **Uninstall** .



Finally **restart** your computer.



If you have tried all of the above methods and they do not work, it is likely that the mouse has a broken wire inside. In this case, you need to replace the mouse to continue using it.

#### **Advice for laptop users:**

You should turn off the mouse and keyboard to avoid accidentally touching the mouse when not in use. Each laptop model will have a different way to turn it off, you can follow the instructions from Free Download to operate more easily and effectively.

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