Mouse & Keyboard: Not working

When we are generally troubleshooting an issue we should start thinking of the most common cause rather than ruling it off as broken. This article will cover solutions to when your mouse or keyboard stops working.

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1. Disconnect and reconnect

Depending on the mouse or keyboard you are using, its either Wired, wireless or Bluetooth. In either cases they would been connected to your device either physically via USB or Wirelessly via Bluetooth.

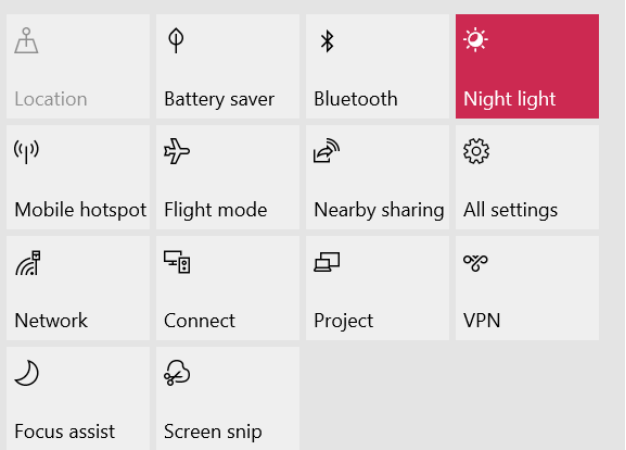
Wired = a wire coming from the mouse/keyboard connecting to your device

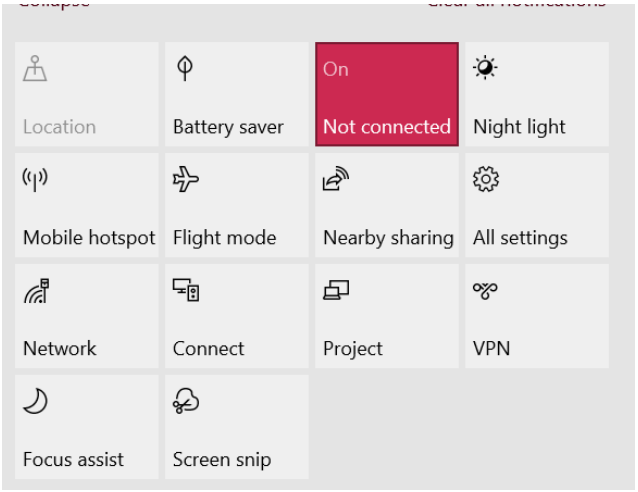
Wireless = a USB dongle connected on the device which specifically connects your mouse & Keyboard to the device wirelessly.

Bluetooth = The mouse or keyboard has been paired to the device via Bluetooth wirelessly (No wire or USB dongle).

Depending on the type of mouse or keyboard you are using (as mentioned above), either unplug or disconnect the mouse/keyboard then plug or reconnect/pair the mouse/keyboard.

This could very be the solution to the problem.





Caption: Windows 10 action centre enabling and disabling Bluetooth.



Caption: USB Mouse/Keyboard dongle

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2. Restarting you machine

The second solution should rule off the issue if it was caused by windows. Sometimes Windows might fail to register the device at a specific point of time which causes the software which communicates with the mouse or keyboard to crash. This is referred as to as a crashed driver.

Typically restarting your device resolves the issue. But before you do restart, make sure to save your work. You can use a different mouse or keyboard temporarily to save your work. After restarting the mouse or keyboard that wasn't working should start working.

Unsure how to restart your device? Click here

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3. Replace dead batteries

This solution is only catered to those wireless or Bluetooth Mouse/Keyboards. Underneath the mouse/keyboard - unless they are chargeable mouse/keyboard - there is a cover which holds the battery in place. Change the current battery □□ with a newer one. Give it a test to ensure the mouse/keyboard is working.

Alternatively check if the mouse/keyboard was switched off. Some mouse/keyboards have a switch mode on/off to save the battery life. Ensure the mouse/keyboard is switched on then give it a test.



Caption: A new battery being inserted in the battery cover in a wireless keyboard.



Caption: Underneath a mouse showing the switch modes

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