

## OYSTERMOUSE WIRELESS TROUBLESHOOTING

The most common issue for the OysterMouse is connectivity between the mouse and the USB receiver. This can be due to the USB port not supplying consistent power to the USB receiver, interference from other wireless devices or the sync between the mouse and the USB receiver dropping off.

Occasionally, after charging the OysterMouse will need to be resynced to the USB receiver.

If the mouse is not registering a connection to the computer/USB receiver the red sensor light on the base of the mouse will not light up.

Because the mouse has lost connection to the computer, the battery indicator light on top of the mouse will flash. If the light is only flashing when the mouse is moved/buttons clicked, this is the mouse in sync mode searching to connect back to the USB receiver.

When the mouse is actually low on battery, the battery indicator light will flash constantly.

As the battery indicator light flashes and the mouse has lost connection to the computer, users make the assumption that they are experiencing a battery issue, when it is really a connectivity issue.

Below is an explanation of the indicator lights that appear on the top of the mouse:



*Red when plugged in charging*



*Flashes red once when searching for USB receiver connection/sync mode*

*Green when plugged in and has full charge*

*Flashes red constantly when requiring charging*

Following the connectivity troubleshooting steps should resolve the issue.

Unplug the mouse from the charging cable

- Unplug the USB receiver and then plug back in, this will restore the connection between the mouse and the USB receiver.
- While holding the mouse close to the plugged in USB receiver switch the mouse on and off a few times (the on/off switch can be accessed by opening the mouse up at an angle), then start clicking the buttons. This will resync the mouse to the USB receiver.
- It is recommended for optimal performance and connectivity to have the USB receiver plugged directly into the computer and not a hub or other peripheral.
- Changing the USB port the USB receiver is plugged in, if the port output is inconsistent, this can impact the performance/connectivity.
- Using the mouse as close to the USB receiver as possible.
- Reducing the other wireless devices in the vicinity of the mouse.