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Microsoft QHG-00004 Bluetooth Keyboard and Mouse Set Instruction Manual

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Contents

Troubleshoot Problems With Your Microsoft Mouse Or Keyboard

Microsoft accessories Windows 10 Windows 8.1 Windows 7

If your Microsoft or Surface mouse or keyboard isn't working, doesn't appear in the list of Bluetooth devices when you pair the mouse, or you see an error message during pairing, here are some troubleshooting steps to help. We'll describe three connection types for keyboards and mice. Follow the description that applies to your mouse or keyboard's connection type.

- Bluetooth keyboards and mice use a built-in Bluetooth connection on your PC. This connection type typically requires no additional accessory or dongle.
- Wired keyboards and mice connect directly to your PC using a USB cable.
- Wireless keyboards and mice connect to your PC using a wireless USB dongle.

Using Any Connection

Select any of the following headings, and it'll open to show more info:
To ensure your PC is performing at its best and you have the latest keyboard and mouse improvements, check for updates from Start > Settings > Update & Security > Windows Update. If you do not have a Surface device, you might also need to check with your manufacturer to ensure your PC is up to date.
Use the power button to turn the mouse or keyboard off and on again. If that doesn't work, it might mean the batteries are low and should be replaced or recharged.

- Close all your open apps. If the performance improves, the number of open apps might have been interfering with your PC's connection to the mouse or keyboard.
- Check the reported battery levels. For Bluetooth connections, select Start > Settings > Devices > Bluetooth & other devices. For wireless connections, replace the batteries.
- Restart your PC. This will refresh the drivers if updates have recently been made.
- Change the mouse cursor settings. Select Start > Settings > Devices > Mouse > Additional mouse options > Pointer Options and adjust the pointer speed.

You can change settings, set left-click, right-click, and middle click settings, key settings and configurations, and scrolling resolution. Select Start > Settings > Devices > Mouse to make basic changes.
Use the Mouse and Keyboard Center to customize even more

Select Start > Settings >Time & language > Region & language. Make sure the language you're using on your keyboard (the input language) matches the one you're using on your PC (the display language). **Check the list of languages**
Add an input language or change your display language to match

This can mean that your PC does not have the latest updates. To ensure your PC is performing at its best and you have the latest keyboard and mouse improvements, check for updates from Start > Settings > Update & Security > Windows Update. If you do not have a Surface device, you might also need to check with your manufacturer to ensure your PC is up to date.

If the volume controls on your keyboard stop working, check the Human Interface Device Access service on your computer to make sure it is set to Automatic.

1. In the search box on the taskbar, type services, then select it from the results.
2. In the Services box, locate Human Interface Device Service. Make sure the status is set to Running. If it isn't running, select Start the service.
3. Right-click (or press and hold) Human Interface Device Service, and then select Properties.
4. On the General tab, in the Startuptype area, select Automatic, and then select OK.

When I rotate the wheel, my window sometimes disappears

You can use the mouse wheel to scroll, and you can also use it as a button. Pressing the wheel switches to other open programs on your desktop. Sometimes while scrolling, you might accidentally press the wheel and unintentionally switch to another open program. That's why the active window seems to disappear, but it's actually still open on your desktop. If you want to return to the previous window, press the wheel until that window appears again, or use the Windows taskbar to switch to the window that you want.

To resolve the problem, avoid pressing down on the wheel while scrolling.
You can also disable the wheel button, if you prefer to use the wheel only for scrolling. To do this and to follow the additional troubleshooting steps listed below, first visit the **Microsoft Mouse and Keyboard Center**, select the download version you want to use, and follow the instructions to install it.

To disable the wheel button

1. Start **Microsoft Mouse and Keyboard Center**, and select Wheel.
2. Select Disable this button.

When I rotate the wheel, nothing happens

If the wheel doesn't work in any program that has a scrollable document open (such as Microsoft Edge), make sure that wheel support is enabled.

1. Start **Microsoft Mouse and Keyboard Center**, and select Wheel.
2. Make sure that the Vertical Scrolling check box is selected.

Note: If scrolling works in some programs (such as Microsoft Word or Microsoft Edge) but not in others, even though they have scroll bars, those programs might not support the scroll wheel.

I have difficulty scrolling only in some applications

1. In **Microsoft Mouse and Keyboard Center**, select your device, and then select Basic settings.
2. Depending on the mouse model you're using, select Wheel or Touch Strip.
3. Select Identify programs that don't scroll correctly, and then select the program(s) displayed in the list. You can select multiple programs.
4. If the program you want is not in the list, scroll to the bottom of the list and select Manually add a program.
5. In the Add Program box, locate the program you want, and select Open. Check to make sure that the program is added to the list, and added to the scrolling assistance list.
6. Select Back to return to the previous screen.

Using A Bluetooth Connection

Select any of the following headings, and it'll open to show more info:

1. Press and hold the pairing button on your mouse or keyboard for 5-7 seconds, then let the button go. The light will blink to show that the mouse is discoverable. The pairing button is usually on the bottom of the mouse.
2. On your PC, select Start > Settings > Devices > Bluetooth & other devices.
3. Make sure Bluetooth is on, then select Add Bluetooth or other device > Bluetooth. Choose your mouse or

keyboard from the list of devices. Follow any other instructions if they appear, then select Done.

Still not working? Here's what to do

- Start the Bluetooth troubleshooter: Select Start > Settings >Update & Security > Troubleshoot > Additional troubleshooters. Under Find and fix other problems, select Bluetooth > Run the troubleshooter and follow the instructions.
- Make sure your PC is compatible with Bluetooth 4.0 (LE): Most Microsoft or Surface Bluetooth mice and keyboards require a PC with Bluetooth 4.0 or newer and designed to be full featured with Windows 10. For more, see What **Bluetooth version is on my PC?**
- See if the mouse or keyboard has power: Press the pairing button on your mouse or keyboard for 5-7 seconds, then let the button go. If the light blinks, the mouse has power. If the light doesn't come on, check or replace the batteries.
- Turn airplane mode on and off: Leave it on for 10-15 seconds, then turn it off again. **See how to turn airplane mode on or off**.
- Turn off other Bluetooth devices connected to your PC: Then see if your mouse or keyboard works – having too many Bluetooth devices connected at one time can interfere with your PC's connection to the mouse or keyboard.
- Remove your mouse or keyboard from your PC and pair it again: You'll need to look for the name of your mouse in the list of Bluetooth devices to remove and pair it again.
- Check or replace the batteries: Open the battery compartment on your mouse or keyboard and make sure the batteries are positioned correctly inside the battery compartment, then see if it works. If not, try replacing the batteries with new ones.
  Note: Some devices have rechargeable batteries. Use the USB cable that came with the mouse or keyboard to recharge them.
- See if your mouse or keyboard works with another PC: If it does, there might be a problem with your PC.

Fix Bluetooth problems in Windows 10

This means that your mouse or keyboard is already paired to another PC that's within range

To fix this, go to the PC that your device is paired with, and remove it from that PC. You'll need to look for the name of your mouse in the list of Bluetooth devices to remove and pair it again. Then, go back to the PC you want to use your mouse with and pair it again.
To extend battery life, Bluetooth devices go into hibernation after 8-10 minutes of inactivity. It can take several seconds for the Bluetooth mouse to reconnect when you resume using it after this period of hibernation. As a result, you might notice a delay between the time that you use the mouse and the response on the screen.

Using Either A Wired Connection Or A Wireless USB Dongle

Select any of the following headings, and it'll open to show more info:
Open the battery compartment on your mouse or keyboard and make sure the batteries are positioned correctly inside the battery compartment, then see if it works. If not, try replacing the batteries with new ones.
Note: For devices with rechargeable batteries, use the USB cable that came with the mouse or keyboard to recharge them.
Unplug and then plug it in again. If you have multiple USB ports, plug into a different USB port on the same computer. If your USB plug or wireless USB dongle is plugged into a USB hub:

1. Plug the hub into a different USB port on the same computer.
2. Make sure that you are using a powered hub that is appropriate for high-powered USB devices.
3. Try plugging directly into a USB port on the computer instead of the hub.

See if your mouse or keyboard works with another PC. If it does, there might be a problem with your PC.
Check the placement of the wireless USB dongle. The wireless USB dongle should be plugged into a USB port that allows for the best reception and minimizes the distance between the wireless USB dongle and the keyboard or mouse. Also check on nearby objects. Some wireless and non-wireless objects can cause interference with your wireless device.
To prevent transceiver interference, avoid using your device near objects such as:

- Wireless networking devices
- Cordless and cellular telephones
- Remote control toys
- Microwave ovens
- Cables running parallel to the wireless transceiver cables
- Metallic surfaces in contact with the device
- Other wireless pointing devices and transceivers

Documents / Resources

Troubleshoot problems with your Microsoft mouse or keyboard ...	[**Microsoft QHG-00004 Bluetooth Keyboard and Mouse Set**](#) [pdf] Instruction Manual QHG-00004 Bluetooth Keyboard and Mouse Set, QHG-00004, Bluetooth Keyboard and Mouse Set, Keyboard and Mouse Set, Mouse Set, Set

References

- 🪟 [**Mouse and Keyboard Center download - Microsoft Support**](#)
- 🪟 [**Fix Bluetooth problems in Windows - Microsoft Support**](#)
- 🪟 [**Language packs for Windows - Microsoft Support**](#)
- 🪟 [**Manage the input and display language settings in Windows - Microsoft Support**](#)
- 🪟 [**Turn airplane mode on or off - Microsoft Support**](#)
- 🪟 [**What Bluetooth version is on my PC? - Microsoft Support**](#)
- [**User Manual**](#)