


## Wired devices

1. Plug the device into a different USB port on your computer. If possible, don't use a USB hub or other similar device. If using a different USB port works, try [updating the motherboard USB chipset driver](#).
  2. Windows only — Disable USB Selective Suspend:
    - Click **Start > Control Panel > Hardware and Sound > Power Options > Change Plan Settings > Change Advanced Power Settings > USB Settings > USB Selective Suspend Setting**.
    - Change both settings to **Disabled**.
  3. Update firmware if available.
  4. Try testing the device on a different computer.
- 

## Unifying and non-Unifying devices

1. Verify the product or receiver is connected directly to the computer and not to a hub, extender, switch or something similar.
  2. Move the device closer to the USB receiver. If your receiver is in the back of your computer, it may help to relocate the receiver to a front port. In some cases the receiver signal gets blocked by the computer case, causing a delay.
  3. Keep other electrical wireless devices away from the USB receiver to avoid interference.
  4. Unpair/repair or disconnect/reconnect hardware:
    - If you have a Unifying receiver, identified by this logo,  see [Unpair a mouse or keyboard from the Unifying receiver](#).
    - If your receiver is non-Unifying, it cannot be unpaired. However, if you have a replacement receiver, you can use the [Connection Utility software](#) to perform the pairing.
  5. Update the firmware for your device if available.
  6. **Windows only** — check if there are any Windows updates running in the background that may cause the delay.
  7. **Mac only** — check if there are any background updates that may cause the delay.
  8. Try on a different computer.
-