

Troubleshooting Step:

Connect the USB receiver directly on the computer. Not thru USB hub or KVM switch.
If the receiver is detected, VM4 mouse icon will be shown in mouse and printer panel
If VM4 mouse icon is not shown, please try to connect it to other USB ports on the computer or try it on another computer. (Just for sure the USB receiver is connected to the working USB port)

If VM4 mouse icon is in mouse and printer panel, then troubleshooting the mouse
Turn on the mouse, the Evoluent logo will glow up for few seconds and then fade out.
If both mouse and receiver works properly, try to pair up the mouse and the receiver with below instructions

For VM4RW and VM4SW with reset hole on the bottom (the reset hole is just above the signature of Jack Lo)

Please pair the USB receiver and the Vertical Mouse (VM4W) in a PC (Windows) with below Methods:

1. Download the Evoluent Receiver Pairing Utility v1.0 at www.Evoluent.com/support/download
2. Turn off the VM4W
3. Open the Utility v1.0
4. Connect the receiver to the computer
5. Turn on the VM4W
6. Press and release the reset button with the small pin comes with the receiver. (The reset button is in the reset hole which located in between the front glide pad and the signature of Jack Lo on the Bottom of the mouse.)

For VM4RW and VM4SW without reset hole on the bottom:

1. Hold in top thumb button (button 5)
2. Turn on power switch
3. Evoluent logo and 2 DPI lights light for a couple seconds and turn off, then all 4 dpi lights will light and stay on.
4. You can release the button and the lights should stay on for up to 10 seconds.
5. Insert receiver in a USB port while the DPI lights are on.
6. The dpi lights to flash several times and go out, the mouse should now be paired to the receiver.

You may refer the Windows Install and Mac Install on our support page:

<http://evoluent.com/support/>

For driver installation instructions, please refer: <http://evoluent.com/support/download/>