

Trouble shooting guide

My mouse side buttons are not working, what can I do?

It is likely that either the mouse buttons are not recognized as individual buttons, or there is no default action assigned to these buttons. The solution depends on what program you are trying to use these buttons in.

Operating System: Only mouse 1 and 2 (left click and right click) will have default actions assigned. This means that using your extra buttons will have no effect by default.

Games and programs: There are a few different kernel level drivers that handle USB device input for games and programs but most will only recognize up to mouse 5 (left click, right click, scroll wheel click, side button 1, side button 2).

The most common method to gain functionality of buttons that are not assigned or recognized by default, is to use keyboard macros. You can assign macros by using [SteelSeries Engine 3](#) with supported devices. Our older devices use varying software packages that can be found on our [downloads page](#).

By using Steel Series Engine, you can also create different profiles for different games and programs, so that you do not need to constantly re-assign macros.

The most common macros we recommend for mice are:

Key emulation macros - assigning a single keyboard key to a mouse button so you can press and hold it

Key combination macros - these macros are input one time per click and cannot be held. They're comprised of multiple keys being pressed at the same time (ie. ctrl + C)

String macros - these are macros that instantly type a set string for you with the press of one button (i.e. Hello, welcome to Steel Series!)

I'm having tracking issues and the sensor on my mouse isn't working properly or at all. What can I do?

There can be a variety of reasons for the deterioration of a mouse sensor's function. Please take the following steps to resolve the issue:

1) If you have a Steel Series Engine 3 enabled device, please update the firmware to the latest version. This can be done by installing the latest version of Steel Series Engine 3 [here](#).

If you already have Steel Series Engine 3 installed, please make sure you have the latest version. If you do, open the Engine window and check for any available firmware update under the product headers.

2) If updating the firmware does not resolve the issue, please attempt to clear the sensor by using a compressed air can. We do not recommend blowing into the sensor or using any sort of liquid to clean the sensor as this can cause permanent damage. Do not wipe the lens or the sensor as this can also cause tracking issues.

3) If you still experience tracking issues, please try using a different mousepad or surface. For this test, we recommend using a single-color matte surface for optical mice and either a matte or glossy dark surface for laser mice.

4) If these steps still do not work, please try the mouse on another PC.

4a. If the same issue persists on another machine, please click [this link to file a warranty RMA ticket](#).

4b. If the issue does not occur on a different PC, please file a general question ticket and provide the instructions linked [HERE](#)