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HP PCs - Wireless Keyboard and Mouse Troubleshooting

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This document pertains to HP desktop and All-in-One PCs with a wireless keyboard and mouse.

Use the steps in this document to set up your wireless input devices, charge a rechargeable keyboard, increase battery life, and solve a wide variety of keyboard and mouse issues.

NOTE:

This document provides solutions for common problems encountered with wireless keyboards and pointing devices (plural term for mouse). If you do not see the symptom in this document or if your keyboard and mouse are not wireless, use one of the following support documents:

- [Wired Keyboard Troubleshooting \(Windows 10, 8\)](#)
- [Wired Keyboard Troubleshooting \(Windows 7\)](#)
- [Troubleshooting Mouse Problems \(Windows 7, Vista, XP\)](#)



Learn about wireless keyboards, mice, and dongles

See the following examples to be familiar with the wireless products discussed in this document.

Figure 1: Examples of wireless mouse and keyboard products



Examples of USB receivers or dongles

With connect button	No connect button
	

NOTE:



On some HP All-in-One and desktop PC products, the USB wireless receiver comes preinstalled and is not included separately in the packaging.

Examples of wireless keyboard

With connection button	No connection button - cannot re-sync
	

Examples of wireless mouse devices

With connection button	No connection button - cannot re-sync

With connection button	No connection button - cannot re-sync
	

NOTE:

There are HP mice with technology that does not emit a laser light. This does not represent a physical failure of the device. This new technology uses a laser light not detectable by the human eye.

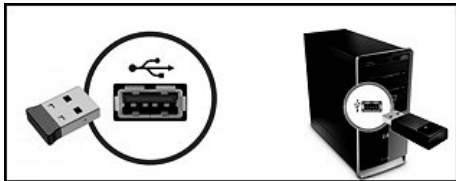
Set up your wireless keyboard and mouse

Follow these instructions to set up your wireless keyboard and mouse before attempting troubleshooting procedures.

1. Connect the USB receiver into the USB port on your computer.

If your computer came with the USB dongle preinstalled, skip this step.

Figure 2: USB receiver and port



NOTE:

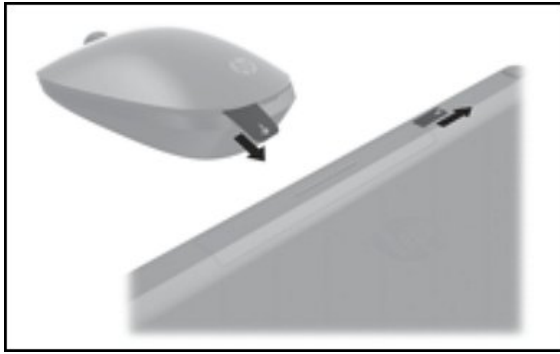
If you are setting up your computer for the first time, examine the packaging material for the USB wireless receiver (dongle). On some HP All-in-One and desktop PC products, the USB wireless receiver comes preinstalled and is not included separately in the packaging.

Figure 3: Examples of dongle locations in packaging



2. Turn off the computer.
3. Make sure the plastic battery tab is removed.

Figure 4: Battery tab



4. Make sure batteries are installed in both the wireless mouse and in the keyboard.

5. Make sure the wireless mouse switch is set to the **On** position.

The switch is on the bottom of the wireless mouse and keyboard devices.

Certain keyboard models might have a power switch. Set it to **ON** position.

6. Make sure the keyboard and mouse batteries have power. See [How to charge the wireless keyboard](#) for more information.

7. Turn on the computer.

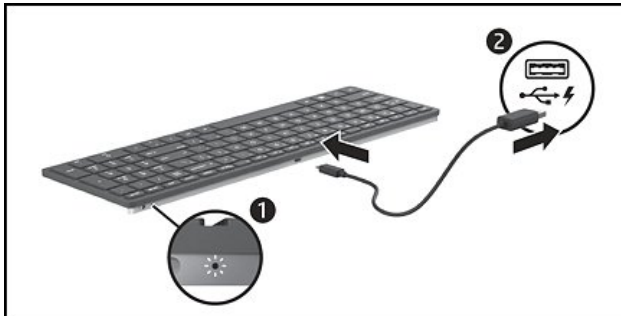
How to charge the wireless keyboard

On most HP wireless keyboard models, an LED indicator blinks when the battery is low.

If the keyboard has a rechargeable lithium-ion battery, use the charging cable to charge the keyboard:

1. Connect the microUSB end of the charging cable to the rechargeable keyboard.
2. Connect the USB end of the charging cable to an available USB port on your computer, or to any USB charging device.

Figure 5: Keyboard model AH0G connecting to charging device



1. LED battery indicator

2. MicroUSB cable to charging device

If the keyboard uses alkaline batteries, replace the batteries with a fresh set:

1. Remove the battery cover, on the underside of the keyboard, to access the battery compartment.
2. Make sure the positive end of the battery is oriented to the positive side of the compartment. Look for the positive symbol (a plus sign +) imprinted near the battery compartment or battery cover.
3. Replace the battery cover.

Video overview of wireless mouse and keyboard troubleshooting

[View this video on YouTube.](#) [↗](#)

Wireless mouse or keyboard does not work

If your wireless mouse or keyboard is not working, perform each step in order, checking the mouse and keyboard after each step, until the mouse and keyboard work:

1. Insert the USB wireless receiver into an open USB port on the computer.
2. If the underside of the mouse has an On/Off switch, make sure that the switch is set to the **On** position, and then verify if the LED on the mouse illuminates after the switch is set to ON and verify the caps lock key light is on. For some keyboard models which have power switch, make sure it is also set to the **On** position.
3. **Replace the batteries** with a fresh set of alkaline batteries and make sure they are correctly installed. If the mouse or keyboard is not working, replace the batteries even if the mouse/keyboard software indicate the batteries still have a charge.

For keyboards, see [How to charge the wireless keyboard](#).

To remove the battery cover on your HP mouse, refer to the service manual that came with it.

Figure 6: Example of battery placement - yours might vary



4. Move the mouse or keyboard closer to the **Wireless receiver**. The receiver is the hardware that receives the wireless signals from the keyboard and mouse and communicates the data to the computer. Make sure that the keyboard and the mouse are within 30 centimeters (1 foot) of the receiver.
5. Disconnect other devices including:
 - Printers
 - USB flash drive
 - External storage devices, USB hard drives
 - Smart phone
 - Speakers

- Scanners
- Other USB devices except the transceiver

6. Most HP wireless keyboard and mouse devices operate on 2.4GHz. Some 2.4GHz electrical devices may cause interference. If applicable, move these devices. Following are the examples of 2.4GHz electrical devices:

- Microwave ovens
- Cordless phone base stations
- Bluetooth devices (microphone, headset, and speakers etc.)
- Car alarm
- Wi-Fi network router
- ZigBee/IEEE 802.15.4 wireless data networks

NOTE:

It is recommended that the USB transceiver be placed away from USB 3.0 flash drive and USB 3.0 external hard drive. USB 3.0 radio frequency interferes with 2.4GHz devices.

7. Restart the computer. This can resolve the problem, at least temporarily, so that you can perform other troubleshooting steps.

8. If the wireless keyboard and mouse have connect buttons, re-synchronize the wireless keyboard and mouse connections.

Re-sync keyboard and mouse connection for receivers that do not have a connect button.



Re-sync the keyboard and mouse connections for receivers with a connect button.



9. If the issues remain after reseating the wireless receiver, try another USB port. If the wireless receiver is connected on the back of your desktop computer, try a USB port on the front of the computer if it has one.

NOTE:

Most of the HP USB receivers use 2.4GHz radio frequency. It is recommended that the USB receiver be placed away from USB 3.0 flash drive and USB 3.0 external hard drive. USB 3.0 radio frequency interferes with 2.4GHz devices.

10. If problems continue, move the keyboard, mouse, and receiver to another computer. If the keyboard and mouse do not work on that computer, one of the items in the hardware set (mouse, keyboard, and receiver) might be defective or might not be transmitting a signal that matches the other devices. The devices might need to be replaced.

NOTE:

Some devices only work together as a set, so it might be necessary to replace both the mouse and the keyboard even if only one device is defective.

If the issue is not resolved, continue using the following troubleshooting sections.

Use the HP PC Hardware Diagnostics tool to troubleshoot keyboard and mouse issues



Restore the computer to a previous state



Update the driver



Update the BIOS



The mouse does not track well (skips)

If the mouse pointer does not track well, stopping frequently as the mouse is moved, try the following:

- **Change the surface under the mouse.** Place the mouse on a light-colored mouse pad or white sheet of paper, and then check its operation. Use the wireless mouse on an opaque (not able to be seen through) surface. The wireless mouse may not work properly on glass, grooved, translucent (light can be seen through), reflective, or see-through surfaces.
- **Replace the batteries.** Remove the battery access cover and replace the batteries.
- **Clean the small plastic lens.** Clean the lens on the underside of the mouse with a damp cloth or cotton swab.
- **Move the mouse closer to the receiver.** Make sure that the mouse is within 30 centimeters (1 foot) of the receiver.
- **Remove any other objects.** Move any objects that are between the keyboard, mouse, and the receiver, especially speakers.
- **Remove any large metal surfaces.** If you are using the mouse or keyboard around large metal surfaces, move the receiver, mouse, and keyboard to a new location, away from the metal surface.
- **Reseat the wireless receiver or try another USB port.** It is recommended that the USB receiver be placed away from USB 3.0 flash drive and USB 3.0 external hard drives.

NOTE:

There are HP mice with technology that does not emit a laser light. This does not represent a physical failure of the device. This new technology uses a laser light not detectable by the human eye.

Keys do not type, characters appear seconds later, wrong characters appear when typing, or numeric keypad does not work

Keys do not type



Characters appear seconds later



Wrong characters appear when typing



Repeated characters display when keys are held down



Numeric keypad does not work



A key is stuck on the keyboard

If a key is stuck in the down position, you might not have to replace the keyboard. Use the following instructions for a stuck key:

NOTE:

These instructions are **not** for built-in laptop keyboards.

1. **Contact HP** if the keyboard is still under warranty and the key is stuck to determine if the keyboard can be replaced before removing a key. If the key is stuck due to liquid or other substance getting into the keyboard, cleaning might be the only option to save the keyboard.

NOTE:

Consider replacing the entire keyboard if it is a thin, wireless keyboard, as the individual key can be very difficult to replace.

2. **Turn off the keyboard** and remove the battery before working on it, if you decide to clean it yourself.
3. **Insert a butter knife (or similar tool)** under the key and pry it up.

Figure 7: Example of removing and cleaning a stuck key



4. **Use a swab with alcohol** to clean the underside of the key, and clean the key's slot in the keyboard.

NOTE:

Insert the small metal support rod found in the longer keys such as the Space and Return keys. This rod must be inserted into the key and keyboard before replacing the key into the keyboard.

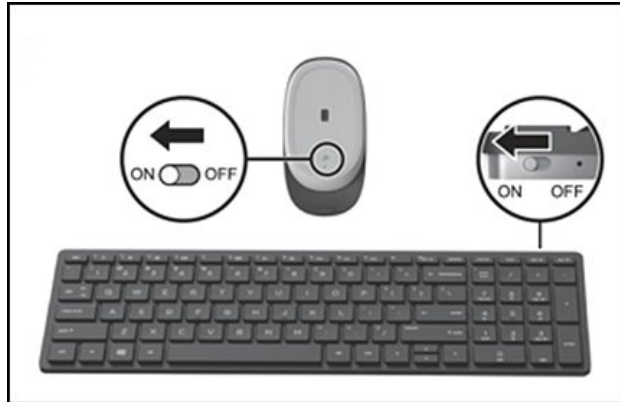
5. **Replace the key** by snapping it back into place.

Increasing keyboard and mouse battery life

Use the following tips to get more life out of your keyboard and mouse batteries:

- **Move the keyboard and mouse** closer to the receiver when it is not in use.
- **Use alkaline batteries** when replacing the batteries. Rechargeable batteries, or other types, might not last as long.
- **Do not use the mouse** on a glass surface.
- **Do not use the mouse** over a dark surface. Instead, use the mouse over a lighter colored opaque surface.
- **Make sure the mouse or keyboard switch** is set to **Off** when the computer is not used for extended periods of time (30 minutes or longer), if the mouse has an On/Off switch.

Figure 8: Examples of On/Off switches



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