

## Trouble Shooting Guide - Oyster Mouse Wired

If the Wired OysterMouse is not responding or operating correctly, below are some troubleshooting steps that may resolve the issue:

- **Direct Connection:** For optimal performance and connectivity, ensure that the USB cable is plugged directly into the computer's USB port, rather than through a hub or other peripheral devices.
- **Change USB Ports:** If you experience inconsistent performance or connectivity issues, try plugging the USB cable into a different USB port on your computer. This can help resolve any port-related issues.
- **Surface Considerations:** Use the mouse on a suitable surface. A black or white desk surface or mouse pad is recommended for the best tracking performance. Note that using the mouse on a glass surface can negatively impact performance, as it may interfere with the sensor's ability to track movement accurately.
- **Clean the Sensor:** Regularly clean the mouse sensor to remove any dust or debris that may affect its functionality. A clean sensor ensures smoother tracking and responsiveness.
- **Refresh Plug and Play Drivers:** If issues persist, consider refreshing or reinstalling the plug and play drivers for your mouse.
  - **For Windows:**
    - Right-click on the **Start** menu and select **Device Manager**.
    - In the Device Manager window, locate and expand the **Mice and other pointing devices** section.
    - Right-click on your mouse and select **Uninstall device**. Confirm any prompts that appear.
    - Disconnect the mouse from the USB port and wait a few seconds.
    - Reconnect the mouse to the USB port. Windows will automatically detect the device and reinstall the drivers.
  - **For macOS:**
    - Disconnect the mouse from the USB port.
    - Restart your Mac.
    - Once your Mac has restarted, reconnect the mouse. macOS should automatically recognize the device and install the necessary drivers.