

Keyboards and Mice: The keyboard IS responding, but I cannot move the mouse. What do I do?

- First, check the cables. Make sure the keyboard and mouse cables are plugged in and not loose.
- Next, restart the machine by hitting the window button on your keyboard and using the arrow and enter keys to choose Shut Down... and Restart. If that doesn't do it, move onto #3.
- Next, make sure the mouse is clean. (You might want to shut down the computer before cleaning it, so that it doesn't click indiscriminately.) Turn the mouse over and locate the mouse ball. There is usually a bezel that keeps it in place. Remove the bezel (removal varies from mouse to mouse, but it's usually straightforward). Remove the ball. Inside, there should be three small wheels. Make sure they are free of dust and grime. Use a cotton swab (moistened with alcohol if you have access to it) to remove any grime. Reassemble the mouse and restart the machine.

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