Q: The mouse LED comes on when the activation trigger/button is pressed, but the receiver is unresponsive  
A: It is possible that your Mouse and Receiver are not synchronized. Perform a Connect/Connect sequence as shown on the lower right hand corner of the other side of this sheet or on page 4 of the manual (see URL/link above).

Q: When pressing the activation trigger/button, the LED on the mouse is off  
A: This condition could be due to either dead batteries or the Mouse is off. First ensure that the Mouse is powered-on (see Powering the GO Air Mouse On and Off on page 5 of the Air Mouse User Manual). Then, recharge or replace the battery pack (see installing and charging the batteries on page 1 of the Air Mouse User Manual (see URL/link above).

Q: When using the mouse in the air, the cursor is visible but shows no movement  
A: It is possible that the gyroscope is not activated. Squeeze or double-click the trigger on the bottom of the mouse.

Q: When pressing the activation trigger/button, the LED on the mouse is flashing  
A: Your batteries are low. Recharge or replace the battery pack using the Installing and Charging the Batteries instructions on page 2 of the Air Mouse User Manual (see URL/link above).

Q: The cursor moves too fast or too slow  
A: The speed or acceleration may not be set properly. Change the cursor tracking speed in the mouse control panel.

Q: The cursor drifts off the screen  
A: The sensor may require recalibration. Place the mouse on the desk for 4 or more seconds to steady the cursor.

Q: The mouse LED does not flash in the charging cradle and the mouse does not charge  
A: It's possible that the mouse has dirty contacts or an end-of-life battery. First, clean the contacts on the bottom of the mouse -- then replace the battery.

Q: There is inadequate battery life  
A: Use the mouse on light-colored surfaces to minimize battery drain.