**access key**

A key combination, such as ALT+B, that enables you to select an object by pressing ALT plus the designated character.

**AutoScroll**

An IntelliPoint software feature that enables you to scroll through a document automatically, without the need to roll the wheel or click the scroll bar.   For example, to AutoScroll through a spreadsheet, click the wheel button, and then move the pointer in the direction you want to go.   As soon as you click the wheel button, an origin mark appears.   The farther you move the pointer from the origin mark, the faster you AutoScroll in that direction.

**BIOS**

The basic input/output system (BIOS) controls the communications of a computer with peripheral devices, such as a printer, mouse, or keyboard.

**Button Selection**

A feature that sets your primary button, the button that you use for clicking and double-clicking.

**ClickLock**

A feature that "locks down" a button after a single-click.   Just click and hold down a button for a moment, and your click is locked.   With **ClickLock**, you can drag objects, highlight text blocks of text, open menus, and so on. Click again to release **ClickLock**.

**ClickSaver**

A feature that redefines the functionality of the mouse or trackball so that a single-click produces the same results as a double-click.

**compact disc**

An optical storage medium that stores large amounts of data, usually about 650 megabytes, for multimedia files such as audio or video.

**controller**

A term used by some games to refer to the input device that controls the game.   For example, a joystick, a game pad, a keyboard, or a mouse could be selected as the controller for a particular game.

**data zoom**

Opens or closes a folder within a program such as Windows Explorer or My Computer.

**default**

The original feature or functionality used in the absence of a change by a user.

**default button**

The command button that the program suggests as your response.   The default button has the focus when you open a dialog box or tab, so you can select it by pressing ENTER.

**default browser**

The Internet browser that starts automatically when you double-click an Internet hyperlink or press the Search, Favorites, or Web/Home Hot Key.

**DVD**

An optical storage medium. Digital Versatile Discs (DVDs) are similar to a compact discs, but provide a larger storage capacity, at least 4.7 gigabytes, for multimedia files such as audio or video.

**ergonomics**

The study of human performance and well-being in relation to the job, the equipment, the tools, and the environment. Ergonomics determines how interacting with computers, using specific work methods, and working in various settings affects people.

**focus**

The program, button, or window that is active, highlighted, or in front, is said to have the "focus."

**fourth button**

If you have a pointing device with a Forward and Back button, the fourth button is the Forward button, by default assigned to the IntelliPoint **Forward** feature.   The fourth button enables you to easily navigate in programs that use this feature, for example, Internet Explorer.

**fifth button**

If you have a pointing device with a Forward and Back button, the fifth button is the Back button, by default assigned to the IntelliPoint **Back** feature.   The fifth button enables you to easily navigate in programs that use this feature, for example, Internet Explorer.

**initialization file**

An initialization file (.INI) contains sections, whose names are surrounded by square brackets, followed by one or more entries.   These entries define settings used by Windows and Windows-based software.

**insertion point**

A vertical blinking bar that shows your location in a document.   The bar indicates where text or graphics will be inserted.

**insertion pointer**

The pointer that appears when you are working in a text box, text editor, word processing program, or other location where you can enter text.   The Windows default insertion pointer is an I-beam.

**key**

A container that holds subkeys and value entries.   The relationship of keys and value entries is similar to the relationship of files and directories, where a key is like a directory.   Keys are used in Windows 95, Windows 98, and Windows NT and can be accessed with the Registry Editor.

**low-powered USB device**

A universal serial bus (USB) device that uses 100 mA (milliamperes) or less.

**modifier key**

A keyboard keystroke such as ALT or CTRL that you hold down while pressing another key.   For example, in the shortcut combination ALT+A, the ALT key is the modifier key for the letter A.

**MouseKeys**

The MouseKeys feature enables you to use the numeric keypad to move the mouse pointer and to click, double-click, and drag.

**non-native wheel functionality**

Functionality that provides support for the wheel and wheel button, such as scrolling and AutoScrolling, that resides within the IntelliPoint software.

**native wheel functionality**

Functionality that provides support for the wheel and wheel button, such as scrolling, zooming, or other features that reside within a software program, instead of the IntelliPoint software.   This functionality cannot be turned off or changed by the IntelliPoint software.

**origin mark**

An icon that appears at the origin of an AutoScrolling or panning operation.   The origin mark provides a point of reference.   The further you move your pointer from the origin mark, the faster you will scroll or pan.

**pan**

Two-dimensional movement of the pointer in any direction in a document or spreadsheet.   For example, to pan through a spreadsheet, press the wheel button while moving the pointer in the direction you want to go.   As soon as you press the wheel button, the origin mark appears.   The farther you move the pointer from the origin mark, the faster you pan in that direction.

**primary button**

The button you use most often for clicking and double-clicking.   Mouse and trackball devices with a left and right button on the top use the left button as the primary button.   Trackball devices with a lower and upper button on the side use the lower button as the primary button.

**registry**

A database used in Windows 95, Windows 98, and Windows NT to maintain configuration settings.   You can access the registry with the Registry Editor.

**scrolling**

Accessing information within a window through the use of a scroll arrow or scroll box in the window, or with the wheel on your pointing device.

**secondary button**

The button that you use to display shortcut menus or other program-specific features.   Mouse and trackball devices with a left and right button on the top use the right button as the secondary button.   Trackball devices with a lower and upper button on the side use the upper button as the secondary button.

**shortcut combination**

A key combination (such as CTRL+N or CTRL+S) that invokes a particular command.

**shortcut key**

A keyboard key (such as the Web/Home Hot Key that starts a default Internet browser) that invokes a particular command.

**shortcut menu**

A menu that appears when you point to a particular feature or object and click the secondary button, press SHIFT+F10, or press the  (Application) key.

**third button**

If you have a pointing device with a wheel, the third button is the wheel button, by default assigned to the **AutoScroll** feature.

**tile**

Arranges your open windows side by side.

**ToolTips**

A brief description or name of a button that displays when the pointer rests on the button.

**universal serial bus**

Universal serial bus (USB) is an interface that enables users to "plug and play" new hardware devices without turning off the computer.

**value entry**

A value entry is a variable that defines a setting in Windows 95 or Windows NT or other software. The relationship of keys and value entries is similar to the relationship of directories and files, where a value entry is like a file.

**zoom**

A change in the magnification level.   For example, "zoom in" to increase the magnification level, and "zoom out" to decrease the magnification level.   In some software programs, you can just rotate the wheel forward or back to zoom in or out.   In other programs, you must hold down the CTRL key while rotating the wheel forward or back to zoom in or out.

## United States patents

Patents pending

## International patents

Patents pending

## Healthy Computing Guide

The Healthy Computing Guide provides important information on ways to be comfortable and productive when using your computer.   It may also help you reduce your risk of experiencing painful and disabling injuries or disorders.

Click here    to open the Healthy Computing Guide.

## IntelliPoint feature summary

The **Button Assignment** feature, located on the **Buttons** tab, enables users to select a feature for each button.   For example, you can reassign a button to enable you to undo a step, making it easy to correct mistakes as they happen.

The **ClickLock** feature, located on the **Activities** tab, "locks down" a mouse or trackball button after a single-click.   Just click and hold down any mouse or trackball button for a moment, and your click is locked. With **ClickLock** you can drag objects, select blocks of text, open menus, and so on.   Click again to release **ClickLock**.

The **Double-Click Speed** feature, located on the **Activities** tab, changes the speed at which your software programs respond to a double-click.   Use this feature to adjust your double-click speed if your double-clicks aren't always recognized by your program.

The **Orientation** feature, located on the **Activities** tab, improves your pointer movement for the way in which you hold your device.   Using **Orientation,** you can hold your mouse or trackball in the position that is most comfortable for you and then define which way is "up."

The **Pointer Speed** feature, located on the **Pointer Options** tab, adjusts the speed of the pointer in relation to the speed of your mouse or trackball.   Use this feature to change your pointer speed if the pointer moves too slowly or too quickly when you move your mouse or trackball.

The **SnapTo** feature, located on the **Pointer Options** tab, automatically moves the pointer to the default button when you open a dialog box.

The **Trails** feature, located on the **Pointer Options** tab, displays a comet-like trail when you move the pointer.   Use this feature to make the pointer easier to see.   (This feature isn't available in Windows NT.)

The **Vanish** feature, located on the **Pointer Options** tab, hides the pointer when you type.   The pointer reappears when you move the mouse or trackball.

The **Scrolling** feature, located on the **Wheel** tab, enables you to change the number of lines that you scroll with each notch of the wheel.   You can even change the setting to scroll one screen at a time.

The **Wheel Troubleshooter** feature, located on the **Wheel** tab, helps you to fix problems that you may encounter when you use the wheel in different programs.

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{button ,AL(`features')} Related Topics

# Important Radio Interference and Battery Information for Cordless Wheel Mouse

**Important**   The Microsoft Cordless Wheel Mouse can emit radio frequency (RF) energy, much like an AM/FM radio, whenever the batteries are installed, even if the mouse is not in operation.   For radio interference information regarding any specific medical device or equipment, consult with the manufacturer of such product or with your physician before use.   To stop interference, remove the batteries or follow the instructions contained in the Regulatory Information section of this Online User's Guide.   Before boarding any aircraft, remove the batteries from the Microsoft Cordless Wheel mouse.

### General Precautions

- Keep batteries out of reach of children.
- Don't mix old and new batteries, or batteries of different types (for example, carbon and alkaline batteries).
- Always remove old, weak, or worn-out batteries promptly and dispose of them in accordance with your local ordinances.
- If a battery leaks, remove all batteries and dispose of them in accordance with your local ordinances.   Before inserting new batteries, thoroughly clean the battery compartment with a damp paper towel, or follow the battery manufacturer's recommendations for cleanup.   If fluid from the battery comes into contact with skin or clothes, flush skin with water immediately.
- Remove the batteries if your device is to be stored for longer than a month without being used.

### Special Precautions

The precautions below are to prevent the sudden release of electrolytes, which these prohibited actions can cause:

- Do not open, puncture, or mutilate the batteries.
- Do not heat batteries in an attempt to recharge them.
- Do not use a fire to dispose of batteries.
- Released battery electrolyte is corrosive, can cause damage to the eyes and skin, and may be toxic if swallowed.

{button ,AL(`installing batteries')} Related Topics

## The Back and Forward buttons

**Important**—To fully use the back and forward buttons, you must install the IntelliPoint software on your computer.

The back and forward buttons, if included on your device, enable you to easily navigate and work in programs that use **Back** and **Forward** features, such as an Internet browser.   For example, you can use the back and forward buttons to go to the previous or next Web page in Microsoft Internet Explorer.

If you prefer, you can assign a different feature to the back and forward buttons.   See **Assign a new feature to a button** to assign a different feature.   By default, the IntelliPoint **Back** feature is assigned to the back button and the IntelliPoint **Forward** feature is assigned to the forward button.

**Tips**

- Moving through large documents becomes much easier when you assign **Page Down** to the back button and **Page Up** to the forward button.

- When you need to perform extensive cutting and pasting in a program, you can assign **Cut** to the back button and **Paste** to the forward button, making it easier to cut and paste text or graphics.

{button ,AL(`button selection;wheel button')} Related Topics

## The primary and secondary buttons

Mouse devices with a left and right button on the top use the:

- Left button for the **primary button**
- Right button for the **secondary button**

Trackball devices with a lower and upper button on the side use the:

- Lower button for the primary button
- Upper button for the secondary button

**Tips**

- To click, point to an object on the screen and quickly press and release the primary button.
- To double-click, point to an object on the screen and quickly press and release the primary button twice.
- To drag an object, move your pointer over an object on the screen, click and hold the primary button, move the object to a new location, and then release the primary button.
- To drag an object using **ClickLock**, point to an object on the screen, click and momentarily hold the primary button, and then move the object.   To drop the object, click the primary button.
- To display **shortcut menus**, point to an object on the screen, and then click the secondary button.
- If you prefer, you can assign **Click** or **Right-click** to another button.   See **Assign a new feature to a button** to assign a feature to a different button.

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{button ,AL(`Button Selection;wheel button;ClickLock')} Related Topics

# The wheel and wheel button

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**Important**─To fully use the wheel and wheel button, you must install the IntelliPoint software on your computer.

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If your device has a wheel, you can use it in two ways:

- Roll it forward and back to use it as the wheel.
- Press it like a button to use it as the wheel button.

Check your software program's documentation to find out how the wheel and wheel button work in that program.
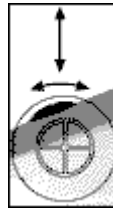
### The wheel

To use the wheel, roll the wheel either forward or back.   How the wheel works depends on your software program.   For example, in a word processing program, you might roll the wheel to move up or down the page a few lines at a time.   In a spreadsheet program, you might hold down the CTRL key and roll the wheel forward to **zoom** in for a closer view of the cells.

You can use the wheel to:

- **Scroll**
- **Data zoom**
- **Zoom**

### The wheel button

To use the wheel button, press and release the wheel─which causes the wheel to work like a button.   How the wheel button works depends on your software program.   For example, in a spreadsheet program, you might click the wheel button, and then move the mouse or trackball to automatically scroll through the cells of the spreadsheet.

You can use the wheel button to:

- **AutoScroll**
- **Pan**

### IntelliPoint settings for the wheel

You can use the IntelliPoint **Scrolling** settings, located on the **Wheel** tab, to change the number of lines that you scroll with each notch of the wheel.   You may find this feature useful if you prefer to scroll one screen at a time, instead of a few lines.

**Note**
The software program that you use may limit the maximum number of lines that you can scroll with each notch of the wheel.

**Tip**
If you prefer, you can assign a different feature to the wheel button.   See **Assign a new feature to a button.**

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{button ,AL(`wheel button;wheel;button selection')} Related Topics

**Adjust the speed of your pointer**

1   Click here ![icon] to open IntelliPoint.
2        Click the **Pointer Options** tab.
3        Under **Pointer Speed**, move the slider to adjust the speed.
4        To adjust how much your pointer accelerates when you move your mouse or trackball, click **Advanced.**
5        In the **Advanced Settings for Pointer Speed** dialog box, select the level of pointer acceleration that you want.

---

{button ,AL(`pointer speed;features list')} <u>Related Topics</u>

**Adjust your double-click speed**

1   Click here  to open IntelliPoint.
2         Click the **Activities** tab.
3         Under **Double-Click Speed**, move the slider to set the speed at which software programs will recognize your double-clicks.

**Tips**
- To test your double-click speed setting, double-click the folder in the **Test Area**.   Make sure that you can open and close the folder consistently with each double-click.

- When you set your double-click speed, you might want to set it a little slower than you normally double-click. A slower setting lets you double-click quickly or slowly.

{button ,AL(`Double-Click Speed;features list')} Related Topics

**Adjust your mouse or trackball orientation**

1   Click here [icon] to open IntelliPoint.
2         Click the **Activities** tab.
3         Under **Orientation**, click **Set Orientation**, and then follow the instructions on the screen.

---

{button ,AL(`Orientation;features list')}  <u>Related Topics</u>

**Assign a new feature to a button**

1　Click here　![icon]　to open IntelliPoint.
2　　　Click the **Buttons** tab.
3　　　Under **Device**, select your pointing device.
4　　　Under **Button Assignment**, select a feature for the button that you want to assign, and then click **OK**.

**Notes**

- You must assign **Click** to a button.

- The assigned feature applies to all of your software programs.

- If you assign a feature other than **AutoScroll** the wheel button, without reassigning **AutoScroll** to another button, you will lose the panning and AutoScroll functions in programs that work with them.

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{button ,AL(`wheel button;primary button;secondary button;Back button;features list')} Related Topics

**AutoScrolling**

**AutoScrolling** is a valuable feature that enables you to scroll through a document automatically, without the need to roll the wheel or click the scroll bar.

**To AutoScroll**

1   Within a program, such as Microsoft Word or Microsoft Excel, click the wheel button－the default AutoScroll assignment
－and observe the position of the **origin mark** that appears.
2          Move the pointer in the direction that you want to scroll.   The further you move the pointer away from the origin mark, the faster the document scrolls.

**To quit AutoScrolling**

•    Click a button or press a key on the keyboard.

**Tip**
You can assign **AutoScroll** to any button.   See **Assign a new feature to a button** to reassign a button.

---

{button ,AL(`wheel button;features list;AutoScrolling;panning')} Related Topics

**Change the appearance of the pointer**

1   Click here       to open IntelliPoint.
2           Click the **Pointers** tab.
3           To change all of your pointers at once, select a different scheme from the **Scheme** list, and then click **OK**.

**Notes**

- To change only one pointer, click the pointer, click **Browse**, and then double-click the file name of the pointer that you want to use.

- You can use either cursor (.cur) or animation (.ani) files for pointers.

- To remove a pointer scheme, click it in the **Scheme** list, and then click **Delete**.

---

{button ,AL(`Pointer Library;features list')} Related Topics

**Change your mouse or trackball settings**

1    Click here     to open IntelliPoint.
2          Click the tab containing the setting that you want to change.
3          Change the setting.
4          Repeat steps 2 and 3 to change settings on other tabs.
5          Click **OK** to save your changes and quit IntelliPoint.
— or

       Click **Apply** to save your changes and keep working in IntelliPoint.

{button ,AL(`features;features list')} Related Topics

**Clean your mouse**

**To clean the wheel**

1   If you have a USB device, unplug the device.   If you have a PS/2 device, turn off your computer.

2   Use adhesive tape to remove any dust or lint from around the wheel.

3   Dampen a lint-free cloth or cotton swab with rubbing alcohol.   Wipe the wheel surface clean, moving across the wheel from side-to-side.

**To clean the outer surfaces**

1   Dampen a lint-free cloth with mild soap and water.

2   Wipe the surfaces clean.

**To clean the IntelliEye optical sensor**

1   Dampen a cotton swab with mild soap and water.

2   Gently wipe the IntelliEye optical sensor clean, being careful not to scratch the surface of the sensor.

>   **Note**
>   The IntelliEye optical sensor works best on surfaces with texture, for example, white paper, laminated desktops, wood, and synthetic wood.   Glass or shiny surfaces, for example, mirrors or glossy white paper, may prevent the IntelliEye optical sensor from working correctly.   In these instances, try a mouse pad, piece of paper, or other textured surface.

**To clean the ball (for devices without IntelliEye optical technology, only)**

1   If you have a USB device, unplug the device.   If you have a PS/2 device, turn off your computer.

2   

Turn your mouse upside down,
and remove the ball retaining ring.

3   

Turn your mouse right side up
and let the ball and ring drop into your hand.

4   

Remove any dust or lint from
inside the mouse.   Dampen a lint-free cloth or cotton swab with rubbing alcohol and wipe the ball surface clean.   Carefully clean the two black rollers inside the socket with a cotton swab and rubbing alcohol.

5   Return the ball to its socket and replace the ball retaining ring.

**Tips**

•   If your pointer isn't moving smoothly on the screen and you have a device with a ball, try cleaning the ball.

•   To ensure that your mouse and pointer move freely, it's a good idea to clean your mouse on a regular basis.

**Clean your trackball**

You can clean your trackball in a few easy steps.

**To clean the outer surfaces**

1   Dampen a lint-free cloth with mild soap and water.

2   Wipe the surfaces clean.

**To clean the ball (for devices with IntelliEye optical technology only)**

1   If you have a USB device, unplug the device. If you have a PS/2 device, turn off your computer.

2   Place one hand underneath the trackball and the other hand over the ball.

3   Gently push one finger through hole underneath the trackball just enough to release the ball, grasping the ball firmly with your other hand.

4   Dampen a lint-free cloth with mild soap and water.

5   Gently wipe the ball with the cloth until it is clean.

6   Follow the instructions below to clean the ball cup and IntelliEye optical sensor.

**To clean the ball cup and IntelliEye optical sensor (for devices with IntelliEye optical technology only)**

1   If you have a USB device, unplug the device. If you have a PS/2 device, turn off your computer.

2   Place one hand underneath the trackball and the other hand over the ball.

3   Gently push one finger through hole underneath the trackball just enough to release the ball, grasping the ball firmly with your other hand.

4   Dampen a cotton swab with mild soap and water. Gently wipe the ball cup and IntelliEye optical sensor clean, being careful not to scratch the surface of the sensor.

**Note**

The IntelliEye optical sensor works best on surfaces with texture, for example, white paper, laminated desktops, wood, and synthetic wood. Glass or shiny surfaces, for example, mirrors or glossy white paper, may prevent the IntelliEye optical sensor from working correctly. In these instances, try a mouse pad, piece of paper, or other textured surface.

**To clean the ball (for devices without IntelliEye optical technology only)**

1   If you have a USB device, unplug the device.   If you have a PS/2 device, turn off your computer.

2   

Turn the trackball retaining ring
    counterclockwise until it stops, about one-eighth turn.

3   

Turn over your trackball and let the
    ball and ring drop into your hand.

4   

Use a lint-free cloth and rubbing
    alcohol to clean the ball.

5   Carefully clean the two black rollers inside the socket with a cotton swab and rubbing alcohol.   Be careful to remove any dust or lint from inside the trackball.

6   Return the ball to its socket and replace the trackball retaining ring.

**To clean the wheel**

1   If you have a USB device, unplug the device.   If you have a PS/2 device, turn off your computer.

2   Use adhesive tape to remove any dust or lint from around the wheel.

3   Dampen a lint-free cloth or cotton swab with rubbing alcohol.   Wipe the wheel surface clean, moving across the wheel from side-to-side.

**Tips**

- If your pointer isn't moving smoothly on the screen, try cleaning your trackball.
- To ensure that your trackball and pointer move freely, it's a good idea to clean your trackball on a regular basis.

**Set up your PS/2 device**

Setting up your PS/2 mouse or trackball includes connecting the device and installing the IntelliPoint software.

---

**Important** When using a PS/2 port, always turn off the computer before you connect or disconnect your device.

---

**To connect your device**

1   Turn off your computer.
2   If you have a pointing device with a USB-to-PS/2 adapter that you want to connect to your computer's PS/2 port, attach the USB-to-PS/2 adapter by plugging the USB (rectangular) connector into the rectangular end of the adapter.
3   Locate the round 6-pin (PS/2) mouse port on the back of your computer.
4   Plug the round 6-pin (PS/2) mouse-port connector into the mouse port.
    **Note**
    The IntelliEye optical sensor works best on surfaces with texture, for example, white paper, laminated desktops, wood, and synthetic wood.   Glass or shiny surfaces, for example, mirrors or glossy white paper, may prevent the IntelliEye optical sensor from working correctly.   In these instances, try a mouse pad, piece of paper, or other textured surface.

**To install the IntelliPoint software**

1   Turn on your computer.
2   Insert the Microsoft IntelliPoint Setup compact disc into your CD-ROM drive, and then follow the Setup Wizard instructions on your screen.   If the Setup Wizard does not appear, complete steps 3–4.
3   Click the **Start** button, and then click **Run**.
4   Type **<drive>:setup**. For example, if your CD-ROM drive is drive E, type **e:setup**.
5   Follow the Setup Wizard instructions on your screen.

---

{button ,AL(`device config;')} Related Topics

**Set up your USB device**

Setting up your USB mouse includes connecting the device and installing the IntelliPoint software.

---

**Important** When using a USB port, always turn <u>on</u> the computer before you connect your device.

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**To connect your device**

1   Turn <u>on</u> your computer.
2   Remove the USB-to-PS/2 adapter, if attached.
3   Locate a rectangular USB port on your computer or USB hub.
4   Plug the USB (rectangular) connector into the USB port.
5   Answer the online questions in the wizard on your screen.

**To install the IntelliPoint software**

1   Insert the Microsoft IntelliPoint Setup compact disc into your CD-ROM drive, and then follow the Setup Wizard instructions on your screen.   If the Setup Wizard does not appear, complete steps 2–4.
2   Click the **Start** button, and then click **Run**.
3   Type **<drive>:setup**. For example, if your CD-ROM drive is drive E, type **e:setup**.
4   Follow the Setup Wizard instructions on your screen.

**Note**
Make sure that you turn <u>on</u> your computer before connecting a USB mouse or trackball.   Turning on your computer before connecting your device enables your computer to configure it correctly.

---

{button ,AL(`device config;')} <u>Related Topics</u>

**Set up your Microsoft Cordless Wheel Mouse**

Setting up your Microsoft Cordless Wheel Mouse includes connecting the receiver, installing batteries into the mouse, and installing the IntelliPoint software.

---

**Important**

- When using a PS/2 port, always turn off the computer before you connect or disconnect your device.
- Before boarding any aircraft, remove the batteries from the Microsoft Cordless Wheel Mouse.   The Microsoft Cordless Wheel Mouse can emit radio frequency (RF) energy, much like an AM/FM radio, whenever batteries are installed, even if the mouse is turned off.

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**To connect your device**

1   Turn off your computer.
2   Locate the round 6-pin (PS/2) mouse port on the back of your computer.
3   Plug the round 6-pin (PS/2) mouse-port connector, attached to the receiver, into the mouse port.

**To install batteries**

1   Turn the mouse upside down, and remove the door to the battery compartment.
2   Insert the batteries making sure that you properly orient them for polarity, pointing the positive (+) end towards the "+," and the negative (–) end towards "–."
3   Close the battery compartment cover.

**Notes**
- See **Important Radio Interference and Battery Information for Cordless Wheel Mouse** for additional information on proper handling and disposal of batteries.
- If you use more than one Microsoft Cordless Wheel Mouse, set the channel button on each device to a different channel to prevent any interference.

**To install the IntelliPoint software**

1   Turn on your computer.
2   Insert the Microsoft IntelliPoint Setup compact disc into your CD-ROM drive, and then follow the Setup Wizard instructions on your screen.   If the Setup Wizard does not appear, complete steps 3–4.
3   Click the **Start** button, and then click **Run**.
4   Type **<drive>:setup**. For example, if your CD-ROM drive is drive E, type **e:setup**.
5   Follow the Setup Wizard instructions on your screen.

---

{button ,AL(`device config;battery safety precautions;')} Related Topics

**Customize a pointer scheme**

1   Click here     to open IntelliPoint.
2           Click the **Pointers** tab.
3           In the **Scheme** list, click the scheme on which you want to base your new pointer scheme.
4           Click the pointer that you want to change.
5           Click **Browse**, and then double-click the file name of the pointer that you want to use.
6           Repeat steps 4 and 5 until you have customized as many pointers as you want.
7           To save your new pointer scheme, click **Save As**, and then type a name for your scheme in the box.

**Note**
To remove a pointer scheme, click the scheme in the **Scheme** list, and then click **Delete.**

---

{button ,AL(`pointer library')} Related Topics

**Set up a different mouse or trackball**

The General tab appears in Windows 95 and Windows NT, but not in Windows 98.

**In Windows 95 or Windows NT**

1   Click here ▨   to open IntelliPoint.
2        Click the **General** tab.
3        Click **Change**.
4        Click **Show all devices**.
5        From **Manufacturers**, select the appropriate company name.
6        From **Models**, select the model of mouse or trackball that you want to use, and then click **OK**.
7        Restart Windows.

**In Windows 98**

1   Click the **Start** button, point to **Settings,** and then click **Control Panel**.

2   Double-click **Add New Hardware**.

3   Follow the instructions in the wizard.

**Change the number of lines that you scroll**

1   Click here   [image]   to open IntelliPoint.
2           Click the **Wheel** tab.
3           Under **Scrolling**, click **Scroll**, and then select the number of lines to scroll with each notch of the wheel.
[image]or
[image]
Click **Scroll one "screen" at a time**.
4           Click **OK**.

**Note**
The software program that you use may limit the maximum number of lines that you can scroll with each notch of the wheel.

---

{button ,AL(`wheel;features list;wheel tab')} <u>Related Topics</u>

**Data zooming**

**Data zooming** enables you to open or close a folder, such as within My Computer or Windows Explorer.

**To open a folder**

- With My Computer or Windows Explorer open, press SHIFT, move the pointer over the folder you want to open, and then roll the wheel forward.

**To close a folder**

- With My Computer or Windows Explorer open, press SHIFT, move the pointer over the folder you want to close, and then roll the wheel back.

---

{button ,AL(`wheel button;features list;scrolling;')} Related Topics

**Panning**

**Panning** enables you to scroll through a document by simply pressing and holding the wheel button while you move the device.   It is identical to **AutoScrolling**, except you must press and hold the wheel button.

**To pan**

1   Within a program, such as Microsoft Word or Microsoft Excel, press and hold the wheel button the default panning assignment
and observe the position of the **origin mark** that appears.
2        Move the pointer in the direction that you want to pan.   The further you move the pointer away from the origin mark, the faster the document pans.

**To quit panning**

• Release the wheel button.

**Tip**
You can pan with any button by assigning **AutoScroll** to the button you want to use.   See **Assign a new feature to a button** to reassign a button.

---

{button ,AL(`wheel button;features list;AutoScrolling;panning')} Related Topics

**Scrolling**

**Scrolling** with the wheel enables you to easily move up or down through a document.

**To scroll up**

- Roll the wheel forward (toward the monitor).

**To scroll down**

- Roll the wheel back (toward you).

**Tip**

You can easily change the number of lines that you scroll.   See **Change the number of lines that you scroll** to reassign a button.

---

{button ,AL(`wheel button;features list;scrolling')} <u>Related Topics</u>

**Selecting your device**

When you select your mouse or trackball from the list of devices, your mouse or trackball will appear on the property sheet, making it very easy to assign a new feature to a button using the **Button Assignment** feature.

1   Click here  to open IntelliPoint.

2       Click the **Buttons** tab.

3       Under **Device**, select your pointing device.

---

{button ,AL(`wheel button;features list')} <u>Related Topics</u>

**Uninstall IntelliPoint**

Follow these instructions to remove the IntelliPoint software from your computer and return your system settings to their defaults.

1   Click the **Start** button, point to **Settings,** and then click **Control Panel**.

2   Double-click **Add/Remove Programs.**

3   Click Microsoft IntelliPoint, and then click **Add/Remove**.

4   Click **Finish**.

**Use ClickLock to drag objects**

1   Click here      to open IntelliPoint.
2           Click the **Activities** tab.
3           Under **ClickLock**, select the check box.
4           To adjust the amount of time you need to hold down a button before it "locks," click **Settings.**
5           To use **ClickLock**, point at an object, and then click and hold a button until it "locks" the object.   A **ClickLock** ToolTip appears beside your pointer when **ClickLock** is locked.

6   Release the button and move the object on the screen.

7   Click the button again to release the object.

**Tip**
**ClickLock** is useful for highlighting text.   Click and hold down the primary button until it "locks," and then move the mouse or trackball to select a block of text.   After you've highlighted the desired text, click the primary button again to release **ClickLock**.

---

{button ,AL(`ClickLock;features list')} Related Topics

**Use SnapTo to reduce pointer movements**

1   Click here   to open IntelliPoint.
2           Click the **Pointer Options** tab.
3           Under **SnapTo**, select the check box, and then click **OK**.
4           To use **SnapTo**, just open a dialog box.   Your pointer automatically moves to the **<u>default button</u>** of the dialog box.

   **Note**
   In some programs, **SnapTo** may cause the pointer to automatically move to the center of the dialog box rather than to the default button.

---

   {button ,AL(`SnapTo;features list')} <u>Related Topics</u>

**Solve problems when using the wheel**

Some software programs may not work as you expect when you move the wheel or the device.   The Wheel Troubleshooter helps you to fix problems that you may encounter when you use the wheel.

For example, you may see:

- Your screen zoom and then scroll
- Your screen scroll too quickly or too slowly
- Your pointer move erratically on the screen

**To use the Wheel Troubleshooter**

- Click here      to start the Wheel Troubleshooter, and then follow the instructions on your screen.

---

{button ,AL(`wheel;features list;wheel tab;wheel troubleshooter')} Related Topics

**Using the Wheel Troubleshooter Advanced feature**

Using the Wheel Troubleshooter Advanced dialog box enables you to fix problems that you might have with the wheel by turning off **non-native wheel functionality** for a specific software program.   While turning off non-native wheel functionality disables the IntelliPoint support for the wheel within the program, some programs may continue to provide **native wheel functionality**.

**To turn off non-native wheel functionality in a program**

1   Click here     to open IntelliPoint.
2          Click the **Wheel** tab.
3          Click **Advanced**, click **Turn off IntelliPoint software wheel support**, and then click **Add**.
4          Double-click the file, or enter the path and file name of the program.
5          Click **Close**.

**To turn off non-native wheel functionality in all programs**

1   Click here     to open IntelliPoint.
2          Click the **Wheel** tab.
3          Click **Advanced**, click **Turn off IntelliPoint software wheel support**, and then click **Close**.

**Note**

When you turn off the non-native wheel functionality within IntelliPoint, then any native wheel functionality within your program will continue to work.   For example, if you are using a graphic program that provides native **zooming** functionality, then you will continue to zoom when you use the wheel after you turn off the non-native functionality within IntelliPoint.

**Use Trails to make your pointer easier to see**

1   Click here [image] to open IntelliPoint.
2           Click the **Pointer Options** tab.
3           Under **Trails**, select the check box.
4           To adjust the length of the pointer trail, click **Settings.**
5           In the **Settings for Trails** dialog box, adjust the length of the pointer trail, and then click **OK**.

**Note**
The **Trails** feature isn't available in Windows NT.

---

{button ,AL(`Trails;features list')} <u>Related Topics</u>

**Use Vanish to hide the pointer while you type**

1    Click here ⬛ to open IntelliPoint.
2          Click the **Pointer Options** tab.
3          Under **Vanish**, select the check box, and then click **OK**.
4          To use **Vanish**, begin typing in a document.   The pointer disappears as soon as you start typing.   The pointer reappears as soon as you move your mouse or trackball.

**Note**
The **Vanish** feature may not work in some software programs.

{button ,AL(`Vanish;features list')} <u>Related Topics</u>

**Zooming**

Some programs, such as Microsoft Word and Microsoft Excel, provide **zooming** functionality, which enables you to increase or decrease the magnification on your screen.

**To zoom in**

- Within a program, such as Microsoft Word or Microsoft Excel, press and hold CTRL, and then roll the wheel forward (toward your monitor).

**To zoom out**

- Press and hold CTRL, and then roll the wheel back (toward you).

**Note**
Some programs provide zooming functionality without the need to press and hold the CTRL key.   In these programs, simply roll the wheel forward or back to zoom in or out.

---

{button ,AL(`wheel button;features list;zooming')} Related Topics

Changes the speed at which your software applications respond to a double-click.   Use this feature to adjust your double-click speed if your double-clicks aren't always recognized by your application.

Move the slider to set the double-click speed of your primary button.

Double-click here to test the double-click speed of your primary button.   If the folder opens or closes, IntelliPoint has recognized your double-click.

Defines the relationship between the way you hold your pointing device and the direction the pointer moves on the screen.   Using **Orientation**, you can hold your mouse or trackball in the position that is most comfortable for you and then define which way is "up."

Click to define the relationship between the direction you move your mouse or trackball and the direction your pointer moves on the screen.

Click to return your mouse or trackball orientation to the default setting.

"Locks down" a mouse or trackball button after a single-click.   Just press and hold down any mouse or trackball button for a moment, and your click is locked.   With **ClickLock** you can drag objects, select blocks of text, open menus, and so on.   Click again to release **ClickLock**.   To adjust the amount of time you need to hold down a mouse or trackball button before it locks, click **Settings**.

Select to "lock down" a mouse or trackball button after a single click.

Click to adjust how long you need to hold down a mouse or trackball button before your click is "locked."

Move the slider to change the length of time you need to hold down a mouse or trackball button before your click is "locked."   For example, increase the **ClickLock** time if you find that your button "locks" in situations where you intended to single-click.

To test your setting, move your pointer over the dialog box title bar, press and hold down the primary mouse or trackball button for a moment, and then move the dialog box.   Click again to release **ClickLock**.

Displays your mouse or trackball when you select it from the list of devices.   Your mouse or trackball will appear below, making it easy to assign a new feature to a button using the Button Assignment feature.

This is your primary button assigned to **Click** (the one you use most often for clicking and double-clicking) by default.   If you assign another feature to this button, then you must assign **Click** to another button.

This is your primary button assigned to **Click** (the one you use most often for clicking and double-clicking) by default.   If you assign another feature to this button, then you must assign **Click** to another button.

This is your secondary button, assigned to **Right-click** by default.   The **Right-click** feature displays shortcut menus that are specific to the program you are using and the context of the pointer location. To change this button's assignment, select a different feature.

This is your secondary button, assigned to **Right-click** by default.   The **Right-click** feature displays shortcut menus that are specific to the program you are using and the context of the pointer location. To change this button's assignment, select a different feature.

This is your mouse's wheel, assigned to **AutoScroll** by default.   **AutoScroll** enables you to easily scroll within a program, such as Microsoft Word and Microsoft Internet Explorer, without repeatedly toggling down.   To change the wheel's assignment, select a different feature.

This button is assigned to **Forward** by default, enabling you to easily navigate and work in programs that use the **Forward** feature, such as Microsoft Internet Explorer.

To change this button's assignment, select one of the other features.

This button is assigned to **Back** by default, enabling you to easily navigate and work in programs that use the **Back** feature, such as Microsoft Internet Explorer.

To change this button's assignment, select one of the other features.

Click to return your mouse or trackball buttons to their default button assignments.

Adjusts the distance that the pointer moves respective to the distance that the mouse or trackball moves.   For example, to move your pointer across the width of your screen, you need to move your device further when the slider bar is set to **Slow** than when it is set to **Fast**.

Move the slider to set the speed of your pointer.

Click to adjust the pointer's acceleration relative to your mouse or trackball movements.

Adjusts the acceleration of the pointer in relation to how fast you move your mouse or trackball.   With the **Pointer acceleration** check box cleared, your pointer speed has a one-to-one correlation with the speed of your mouse or trackball movements.   If you select **Pointer acceleration**, and then select **Low**, **Medium**, or **High**, your pointer moves at an accelerated rate when you move your mouse or trackball quickly.

Click to assign a low level of pointer acceleration to your mouse or trackball movements.

Click to assign a medium level of pointer acceleration to your mouse or trackball movements.

Click to assign a high level of pointer acceleration to your mouse or trackball movements.

Hides the pointer when you type.   The pointer reappears when you move the mouse or trackball.

Automatically moves the pointer to the default button when you open a dialog box.   In some applications, **SnapTo** may cause the pointer to automatically move to the center of the dialog box rather than to the default button.

Displays a comet-like trail when you move the pointer.   Use this feature to make the pointer easier to see.   To change the length of the pointer trail, click **Settings**.

Click to adjust the length of your pointer trail.

Move the slider to adjust the length of your pointer trail.

Defines how far a page scrolls when you roll the wheel one notch.   You can scroll a specific number of lines or an entire screen.   A "screen" is different depending on the size of your window and the program you are using.   It is equivalent to using the PAGE UP or PAGE DOWN keys on your keyboard, or to clicking the scroll bar.

Click to set the number of lines that you can scroll with each notch of the wheel.

Click to scroll one screen for each notch of the wheel.

Helps you to fix problems that you may encounter when you use the wheel in different programs.

Click to start the IntelliPoint Wheel Troubleshooter, a step-by-step program that automatically fixes software programs that may not work as you expect when you move the wheel or the device.

Click to open the IntelliPoint Advanced dialog box, which enables you to list software programs that may not work as you expect when you move the wheel or the device.

Click to turn off IntelliPoint AutoScrolling, panning, and scrolling.   When you select this check box, some programs may continue to scroll, zoom, or provide other functionality that resides within the software program, instead of the IntelliPoint software.   This functionality cannot be turned off or changed by the IntelliPoint software.

Click to turn off IntelliPoint AutoScrolling, panning, and scrolling within a program that you add to the list below. When you select this check box and then add a program to the list, it may continue to scroll, zoom, or provide other functionality that resides within the software program, instead of the IntelliPoint software. This functionality cannot be turned off or changed by the IntelliPoint software.

Lists the programs that do not use IntelliPoint AutoScrolling, panning, and scrolling.   To remove an application from the list, select the application you want to remove, and then click **Remove**. To add an application, click **Add**.

Programs on this list may continue to scroll, zoom, or provide other functionality that resides within the software program, instead of the IntelliPoint software.   This functionality cannot be turned off or changed by the IntelliPoint software.

Click to add an application to the list.

Click to remove a selected application from the list.

Closes this dialog box.

Closes the dialog box and saves any changes you have made.

Closes the dialog box without saving any changes you have made.

Saves any changes you have made.

This is where you can change the features assigned to your buttons.   The buttons are assigned to common features by default, but you can increase your productivity by assigning buttons to features you use more frequently. For example, if you frequently copy and paste, you might assign **copy** to one button and **paste** to another. Make sure that one of the buttons is always assigned to **click** (which is the primary button by default) because this is required functionality.

Displays the pointing device selected in the **Device** section.

When you move the pointer over a button on the left, that button's location on the pointing device image becomes highlighted.

## United States radio and TV interference regulations

This device complies with Part 15 of the FCC Rules.   Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The Microsoft hardware device(s) that accompanies this software can radiate radio frequency (RF) energy.   If not installed and used in strict accordance with the instructions given in the printed documentation and Online User's Guide, the device may cause harmful interference with other radio-operated devices (for example AM/FM radios, televisions, baby monitors, cordless phones, etc.) Any cable that is connected to the device must be a shielded cable that is properly grounded.   There is, however, no guarantee that RF interference will not occur in a particular installation.

Your Microsoft hardware device has been tested, and it complies with the limits for a Class B computing device in accordance with the specifications in Part 15 of the U.S. Federal Communications Commission (FCC) rules. These limits are designed to provide reasonable protection against harmful RF interference in a residential installation.

To determine if your hardware device is causing interference to other radio-communication devices, disconnect the device from your computer.   If the interference stops, it was probably caused by the device.   If the interference continues after you disconnect the hardware device, turn the computer off and then on again.   If the interference stopped when the computer was off, check to see if one of the input/output (I/O) devices or one of the computer's internal accessory boards is causing the problem.   Disconnect the I/O devices one at a time and see if the interference stops.

If this hardware device does cause interference, try the following measures to correct it:

- Relocate the antenna of the other radio communications device (for example AM/FM Radios, televisions, baby monitors, cordless phones, etc) until the interference stops.
- Move the hardware device farther away from the radio or TV, or move it to one side or the other of the radio or TV.
- Plug the computer into a different power outlet so that the hardware device and radio or TV are on different circuits controlled by different circuit breakers or fuses.
- If necessary, ask your computer dealer or an experienced radio-TV technician for more suggestions.   You may find helpful information in the booklet "The Interference Handbook" (1995), published by the FCC.   The booklet is available from the Compliance and Information Bureau of the FCC (1-888-CALL FCC) and on their website at **http://www.fcc.gov/cib/**.

**Note**

Any changes or modifications not expressly approved by Microsoft could void the user's authority to operate this device.

For use with UL Listed and GS approved personal computers.

Not intended for use in machinery or industrial applications.

**Tested to comply with FCC standards. For home and office use. Model Number: Wheel Mouse (all models), Mouse-Port-Compatible Mouse (all models), Serial Mouse (all models), Serial and Mouse-Port-Compatible Mouse (all models), IntelliMouse (all models), IntelliMouse Explorer (all models), IntelliMouse with IntelliEye (all models), IntelliMouse Optical (all models), IntelliMouse Web (all models), Wheel Mouse Optical (all models), Trackball Optical (all models), Trackball Explorer (all models)**

**In addition, the following models have been approved under FCC certification rather than under the FCC Declaration of Conformity Process: C3KMS6, C3KZB2, C3KTB3,C3KKS9,C3KKS8,C3KKS2, C3KKMP5,C3KKMP3,C3KKMP1,C3KAZB1.**

Microsoft Corporation
One Microsoft Way
Redmond, WA 98052-6399.
(800) 426-9400 (United States)
(800) 933-4750 (Canada)

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{button ,AL(`fcc')} Related Topics

## Canadian interference-causing equipment regulations

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

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{button ,AL(`fcc')} [Related Topics](Related Topics)

## IntelliPoint Productivity Tips

These IntelliPoint Productivity Tips provide valuable information about features of the IntelliPoint software.   From any Productivity Tip topic, just click the shortcut button to change your mouse or trackball settings.   For in-depth information about a feature, click the **Related Topics** button to jump to a detailed topic.

{button ,JI(`ipoint.hlp>ptips',`pttrvDoubleClickSpeed')}         <u>Do you ever have trouble double-clicking?</u>

{button ,JI(`ipoint.hlp>ptips',`pttrvWheelTroubleshooter')}         <u>Do you ever have trouble using the wheel or wheel button?</u>

{button ,JI(`ipoint.hlp>ptips',`pttrvButtons')}         <u>Do you want to change the feature assigned to a button?</u>

{button ,JI(`ipoint.hlp>ptips',`pttrvScrolling')}         <u>Do you want to change the number of lines that you scroll with the wheel?</u>

{button ,JI(`ipoint.hlp>ptips',`pttrvClickLock')}         <u>Do you want to drag objects without holding down a mouse or trackball button?</u>

{button ,JI(`ipoint.hlp>ptips',`pttrvSnapTo')}         <u>Do you want to improve the efficiency of your pointer movements?</u>

{button ,JI(`ipoint.hlp>ptips',`pttrvVanish')}         <u>Does the pointer get in your way when you type?</u>

{button ,JI(`ipoint.hlp>ptips',`pttrvTrails')}   <u>Is it difficult for you to see your pointer on the screen?</u>

{button ,JI(`ipoint.hlp>ptips',`pttrvPointerSpeed')}   <u>Would you like to speed up or slow down your pointer?</u>

{button ,JI(`ipoint.hlp>ptips',`pttrvOrientation')}         <u>Would you prefer to hold your pointing device in a different position?</u>

**Do you ever have trouble using the wheel or wheel button?**

The **Wheel Troubleshooter** feature helps you to fix problems that you may encounter when you use the wheel in different programs.

For example, you may see:

• Your screen zoom and then scroll

• Your screen scroll too quickly or too slowly

• Your pointer move erratically on the screen

Click here       to open IntelliPoint and fix problems that you may have with the wheel.

{button ,AL(`Wheel Troubleshooter')} Related Topics

**Do you ever have trouble double-clicking?**

The **Double-Click Speed** setting of the IntelliPoint software changes the speed at which your software applications respond to a double-click.   Use this feature to adjust your double-click speed if your double-clicks aren't always recognized by your application.

Click here        to open IntelliPoint and change your mouse or trackball settings.

{button ,AL(`Double-Click Speed')} Related Topics

**Do you want to change the number of lines that you scroll with the wheel?**

If you have pointing device with a wheel, the **Wheel** feature enables you to change the number of lines that you scroll with each notch of the wheel.   You can even change the setting to scroll one screen at a time.

Click here       to open IntelliPoint and change your mouse or trackball settings.

{button ,AL(`wheel')} Related Topics

**Do you want to drag objects without holding down a mouse or trackball button?**

The **ClickLock** feature "locks down" a mouse or trackball button after a single-click.   Just press and hold down any mouse or trackball button for a moment, and your click is locked.   With **ClickLock** you can drag objects, select blocks of text, open menus, and so on.   Click again to release **ClickLock**.

Click here        to open IntelliPoint and change your mouse or trackball settings.

{button ,AL(`ClickLock')} <u>Related Topics</u>

**Do you want to improve the efficiency of your pointer movements?**

The **SnapTo** feature automatically moves the pointer to the default button when you open a dialog box.

Click here    to open IntelliPoint and change your mouse or trackball settings.

{button ,AL(`SnapTo')} Related Topics

**Do you want to change the feature assigned to a button?**

The **Buttons** tab enables you to assign a new feature to any button, including the wheel button.

This powerful feature provides you with many different configurations that help you to perform your work more quickly and accurately.   For example, when you have lot of cutting and pasting in a program, you can assign **Cut** to the back button and **Paste** to the forward button on the IntelliMouse Explorer, making it easier to cut and paste text or graphics.

Click here        to open IntelliPoint and change your mouse or trackball settings.

{button ,AL(`wheel button')} Related Topics

**Does the pointer get in your way when you type?**

The **Vanish** feature hides the pointer when you type.   The pointer reappears when you move the mouse or trackball.

Click here        to open IntelliPoint and change your mouse or trackball settings.

{button ,AL(`Vanish')} Related Topics

**Is it difficult for you to see your pointer on the screen?**

The **Trails** feature displays a comet-like trail when you move the pointer.   Use this feature to make the pointer easier to see.   (This feature isn't available in Windows NT.)

Click here       to open IntelliPoint and change your mouse or trackball settings.

{button ,AL(`Trails')}  Related Topics

**Would you like to speed up or slow down your pointer?**

The **Pointer Speed** feature adjusts the speed of the pointer in relation to the speed of your mouse or trackball. Use this feature to change your pointer speed if the pointer moves too slowly or too quickly when you move your mouse or trackball.

If you prefer, you can adjust the acceleration of your pointer by using the **Advanced** selection.   Changing the acceleration of your pointer enables your pointer to move more quickly as your pointer speed increases.

Click here       to open IntelliPoint and change your mouse or trackball settings.

{button ,AL(`pointer speed')} <u>Related Topics</u>

**Would you prefer to hold your pointing device in a different position?**

The **Orientation** feature defines the relationship between the way you hold your pointing device and the direction the pointer moves on the screen.   Using **Orientation**, you can hold your mouse or trackball in the position that is most comfortable for you and then define which way is "up."

Click here        to open IntelliPoint and change your mouse or trackball settings.

{button ,AL(`Orientation')} Related Topics

## Getting Help from Microsoft Product Support Services

Select one of the following topics for specific information on Product Support Services:

{button ,JI(`',`SimpleQuestion')}   If you have a simple question and need an answer fast

{button ,JI(`',`UrgentQuestion')}   If your question is urgent and more complex

{button ,JI(`',`NonUrgentQuestion')}   If your question isn't urgent

{button ,JI(`',`AdditionalSupport')}   For additional support needs

{button ,JI(`',`OutsideSupport')}   If you need support outside the United States and Canada

## Getting Help from Microsoft Product Support Services

Select one of the following topics for specific information on Product Support Services:

{button ,JI(`',`SimpleQuestion')}    <u>If you have a simple question and need an answer fast</u>

{button ,JI(`',`UrgentQuestion')}    <u>If your question is urgent and more complex</u>

{button ,JI(`',`NonUrgentQuestion')}    <u>If your question isn't urgent</u>

{button ,JI(`',`AdditionalSupport')}    <u>For additional support needs</u>

{button ,JI(`',`OutsideSupport')}    <u>If you need support outside the United States and Canada</u>

## If you have a simple question and need an answer fast

**Quickly find answers yourself online** Use Support Online to easily search the Microsoft Knowledge Base and other technical resources for fast, accurate answers. You can also customize the site to control your search. To begin your search, go to **http://www.microsoft.com/support**.

## Getting Help from Microsoft Product Support Services

Select one of the following topics for specific information on Product Support Services:

{button ,JI(`',`SimpleQuestion')}   If you have a simple question and need an answer fast

{button ,JI(`',`UrgentQuestion')}   If your question is urgent and more complex

{button ,JI(`',`NonUrgentQuestion')}   If your question isn't urgent

{button ,JI(`',`AdditionalSupport')}   For additional support needs

{button ,JI(`',`OutsideSupport')}   If you need support outside the United States and Canada

### If your question is urgent and more complex

**Telephone a Microsoft Product Support Engineer** Work with a support engineer to solve your issue through the following options:

**Standard No-Charge Support for help during business hours**

If you acquired this product as a stand-alone retail product, you are eligible for 90 days of support at no charge beginning the first time you contact a support engineer.   You can receive no-charge support via e-mail (explained later) or via telephone by calling one of the following numbers, available Monday−Friday, excluding holidays.

| In the U.S.: (425) 635-7040 | In Canada: (905) 568-3503 |
|---|---|
| 6:00 A.M.−6:00 P.M. Pacific time | 8:00 A.M.−8:00 P.M. eastern time |

If your Microsoft product was preinstalled or shipped with your personal computer, you are not eligible for Standard No-Charge Support from Microsoft and must contact your computer manufacturer for support. For phone numbers, please refer to the documentation that came with your computer.

**Pay-Per-Incident Support for help after hours or to supplement Standard Support**

If you need help after hours, or if you have used up or are not eligible for Standard No-Charge Support, you can purchase Pay-Per-Incident Support. Support fees are billed to your VISA, MasterCard, or American Express card.

| In the U.S.: (800) 936-5700 | In Canada: (800) 668-7975 |
|---|---|
| Cost: $35 US per incident | Cost: $45 CDN plus tax per incident |
| 24 hours a day, seven days a week, including holidays | 8:00 A.M. - 8:00 P.M. eastern time Monday - Friday, excluding holidays |

## Getting Help from Microsoft Product Support Services

Select one of the following topics for specific information on Product Support Services:

{button ,JI(`',`SimpleQuestion')}    If you have a simple question and need an answer fast

{button ,JI(`',`UrgentQuestion')}    If your question is urgent and more complex

{button ,JI(`',`NonUrgentQuestion')}    If your question isn't urgent

{button ,JI(`',`AdditionalSupport')}    For additional support needs

{button ,JI(`',`OutsideSupport')}    If you need support outside the United States and Canada

## If your question isn't urgent

**Send e-mail to a Microsoft Product Support Engineer** Ideal for questions requiring attached files, submit a question anytime and receive a response within one business day.   Submit a question at **http://www.microsoft.com/support** using one of the following options:

**Standard No-Charge Web Response** Submit support incidents at no charge, during the 90-day period described in the Standard No-Charge Support section above.

**Pay-Per-Incident Web Response** If you have used up your Standard No-Charge Support, submit your question for a fee of $35 US.

## Getting Help from Microsoft Product Support Services

Select one of the following topics for specific information on Product Support Services:

{button ,JI(`',`SimpleQuestion')}   If you have a simple question and need an answer fast

{button ,JI(`',`UrgentQuestion')}   If your question is urgent and more complex

{button ,JI(`',`NonUrgentQuestion')}   If your question isn't urgent

{button ,JI(`',`AdditionalSupport')}   For additional support needs

{button ,JI(`',`OutsideSupport')}   If you need support outside the United States and Canada

### For additional support needs

**If you need text telephone (TTY/TDD).** Available Monday
−Friday, excluding holidays.   In the United States, call (425) 635-4948, 6:00 A.M.
−6:00 P.M. Pacific time.   In Canada, call (905) 568-9641, 8:00 A.M.
−8:00 P.M. eastern time.

**If you don't have access to the Internet.** FastTips is a fax-back service providing Knowledge Base articles and answers to common questions. (800) 936-4200.

**If you need support services for a business.** Priority Annual, Priority Plus, and Premier provide a selection of support packages geared for businesses.   To learn which account meets your needs, go to **http://www.microsoft.com/support**.   Or call (800) 936-3500 for information on accounts for small- to medium-sized businesses and (800) 936-3200 for large, enterprise businesses.

**If you need on-site, multivendor, or proprietary product support.** Microsoft Certified Solution Providers (MCSPs) and Authorized Support Centers (ASCs) specialize in providing support packages for hardware, network, and software products from both Microsoft and other vendors.   For more information about MCSPs, call (800) 765-7768 or visit **http://www.microsoft.com/mcsp**.   For more information about ASCs, contact your Microsoft account representative, or visit **http://www.microsoft.com/support**.

## Getting Help from Microsoft Product Support Services

Select one of the following topics for specific information on Product Support Services:

{button ,JI(`',`SimpleQuestion')}   If you have a simple question and need an answer fast

{button ,JI(`',`UrgentQuestion')}   If your question is urgent and more complex

{button ,JI(`',`NonUrgentQuestion')}   If your question isn't urgent

{button ,JI(`',`AdditionalSupport')}   For additional support needs

{button ,JI(`',`OutsideSupport')}   If you need support outside the United States and Canada

## If you need support outside the United States and Canada

The services and prices listed here are available in the United States and Canada only.   Support outside the United States and Canada may vary.   Microsoft's support services are subject to Microsoft's then-current prices, terms, and conditions, which are subject to change without notice.

**Microsoft Product Support Services Worldwide** If you are outside the United States or Canada and have a question about a Microsoft product, first:

- Check the information in Help or product manual.
- Check the readme files that come with your product disks. These files provide general information that became available shortly before the product was released.
- Go to Support Online at **http://www.microsoft.com/support**.

If you cannot find a solution, you can receive information on how to obtain technical support by contacting the Microsoft subsidiary office in your area.

**Important** Phone numbers for Microsoft Subsidiaries are subject to change.   For the most recent listing, please see the options and phone number section on the Support Online web site at **http://www.microsoft.com/support**.   If there is no Microsoft subsidiary office in your country, please contact the establishment from which you obtained your Microsoft product.

**For a subsidiary phone number**
- Click the first letter of the subsidiary's country.

**A**

**Argentina**

Microsoft de Argentina S.A.

Customer Service: (54) (1) 316-4600

Fax: (54) (1) 316-1922

**Technical Support Phone:** (54) (1) 316-4664

**Armenia**

See **Russia**

**Australia**

Microsoft Pty. Ltd.

Phone: Products and Services 13 20 58

Fax: (61) (02)9870-2285

Sales Information Centre: (61) (02) 9870-2100

Internet: **http://www.microsoft.com/australia/support**

**Technical Support:**:

Phone: (61) (02) 9870-2131

Fax: (61) (02) 9805 0519

**Austria**

Microsoft Ges.m.b.H.

Phone: (+43) 1 610 64 -0

Fax: (+43) 1 610 64 -200

Information: 0660-6520

Prices, updates, etc.: 0660-6520

**Standard Support**:

Installation and Handling: 01 50222-2255

General information about Support Network in Central Europe:

FAX: 01805-251191

**Azerbaijan**

See **Russia**

**B**

**Belgium**

+32-2-513 32 74 (Dutch speaking)

+32-2-502 34 32 (English speaking)

+32-2-513 22 68 (French speaking)

Internet: **http://www.microsoft.com/benelux/support**

**Belorussia**

See **Russia**

**Bolivia**

See **Uruguay**

**Brazil**

Microsoft Informatica Ltda.

Phone: (55) (11) 5514 –7100

Fax: (55) (11) 5514 - 7106/5514-7107

**Technical Support:**

Phone: (55) (11) 5506-8087

Fax: (55) (11) 5506-7621

Automatic Fax: (55) (11) 5506-8506

Technical Support Bulletin Board Service: (55) (11) 5506-1234

Customer Support: (55) (11) 822-5764

Customer Services Fax: (55) (11) 822-6227

C

**Canada**

Microsoft Canada Co.

Head Office Phone: 1 (905) 568-0434

Customer Information Centre: 1 (800) 563-9048

**Technical Support:**

Desktop Systems including Microsoft Windows 95: (905) 568-4494

Microsoft Office and Office Components: (905) 568-2294

Other Standard Technical Support: (905) 568-3503

Priority Support Information: (800) 668-7975

Text Telephone (TTY/TDD) (905) 568-9641

Technical Support Bulletin Board Service: (905) 507-3022

**Caribbean**

Microsoft Caribbean, Inc.

Phone: (809) 273-3600

Fax: (809) 273-3636

**Technical Support:** (408) 953 8086

Support E-Mail: mscarsup@microsoft.com

Customer Service: (800) 297 5982 for area codes 787 & 809 only

Customer Service E-mail: msccatus@microsoft.com

**Central America**

**Technical Support:** (506) 298 2020

Support E-Mail: mscasup@microsoft.com

Customer Service: (506) 298 2000

Customer Service E-mail: msccatus@microsoft.com

**Chile**

Microsoft Chile S.A.

Phone: 56-2-330-6000

Fax: 56-2-330-6190

Customer Service: 56-2-800-330600

Personal Operating System and Applications:

Phone: 56-2-330-6222

Fax: 56-2-341-1439

**People's Republic of China Microsoft (China) Co. Ltd**

19th Floor, Metro Tower

No. 30 Tian Yao Qiao Road,

Shanghai, 200030, P.R.C.

Phone: 011-86-21-64691166; 011-86-21-64691188

Fax: 011-86-21 64691188 Ext. 6988

**Colombia**

Microsoft Colombia

Phone: (571) 618 2245

Fax: (571) 618 2269

**Technical Support:**

Línea de Respuesta Microsoft

Phone: (571) 5230022

Fax: (571) 5231220

Voice Mail: (571) 5034216

**Croatia**

Microsoft Hrvatska d.o.o.

Phone: (+385) (1) 304 555

Fax: (+385) (1) 335 051

**Technical Support:** (Please, contact the subsidiary.)

**Czech Republic**

Microsoft s.r.o.

Phone (+42) (2) 611 97 111

Fax: (+42) (2) 611 97 100

**Technical Support:** (+420) (2) 2150 3222

**D**

**Denmark**

Microsoft Denmark

Phone: (45) 44 89 01 00

Fax: (45) 44 68 55 10

**Technical Support:**

Phone: (45) 44 89 01 11

Microsoft Sales Support: (45) 44 89 01 90

Microsoft FastTips: (45) 44 89 01 44

(Document 303030 in FastTips contains detailed instructions)

Microsoft MSDL (BBS): (45) 44 66 90 46

**Dominican Republic**

See **Central America**

**Dubai**

Microsoft Middle East

Phone: (971) 4 513 888

Fax: (971) 4 527 444

**Technical Support:**

Personal Operating Systems and Desktop Applications ONLY:

Phone: (971) (4) 524 488

Fax: (971) (4) 524 495

email: mts@emirates.net.ae

Priority Support Information: (971) (4) 555 752

**Customer Service Center:**

(Version upgrade / TechNet and MSDN subscription)

Phone: (971) (4) 655 082

Fax: (971) (4) 655 097

**E**

**Ecuador**

Corporation Microsoft del Ecuador S.A.

Phone: (593) 2 460-447, (593) (2) 460-451

Customer Service: (593) (2) 460-453, (593) (2) 460-458

**Technical Support:** (593) (2) 463-094

**Egypt**

Microsoft Egypt

Phone: +202-594 2445

Fax: +202-594 2194

**Technical Support:**

Personal Operating Systems and Desktop Applications ONLY:

Phone: (202) 261 3991 / 6

Fax: (202) 403 2718

**England**

See **United Kingdom**

**Estonia**

See **Germany**

**Technical Support:** (+372) 650 49 99

**F**

**Finland**

Microsoft OY

Phone: +358-(0)9-525 501

Fax: +358-(0)9-878 8770

**Technical Support:**

Phone: +358-(0)9-525 502 5026

Standard +358 (0) 9-525-502-500

Priority: +358 (0) 9-525-502-20

Premier: +358 (0) 9-525-502-03

Microsoft MSDL: +358-(0)9-878 77 99

(Information in Swedish and English): +358 (0) 9-455-03-66

Microsoft FastTips: +358-(0)9-525 502 550

**France**

Microsoft France

Phone: (33) 01 69-86-46-46

Fax: (33) 01 64-46-06-60

Telex: MSPARIS 604322

**Technical Support:**

Phone: (33) 01-69-86-10-20

Fax: (33) (01) 69-28-00-28

**French Polynesia**

See France

**G**

**Georgia**

See **Russia**

**Germany**

Microsoft GmbH

Phone: 089/3176-0

Fax: 089/3176-1000

Telex: (17) 89/83 28 MS GMBH D

Information: 089/3176 1199

Prices, updates, etc.: 08105-25-1199

Internet: **http://www.microsoft.com/germany**

**Standard Support:**

Installation and Handling: 01805/67 22 55

General information about Microsoft support in Central Europe:

Fax: 1805-25-1191

**Greece**

Microsoft Hellas, S.A.

Phone: (30)(1) 6806-775 through (30)(1) 6806-779

Fax: (30)(1) 6806-780

**Technical Support:**

Phone: (30) (1) 9247-030

Fax: (30) (1) 9215-363

**H**

**Hong Kong SAR, PRC**

Microsoft Hong Kong SAR, PRC Limited

Fax: (852)2560-2217

Product support Faxback Service: (852)2535-9293

Microsoft Club Hotline: (852)28044277

**Technical Support:** (852) 2804-4222

**Hungary**

Microsoft Hungary

Microsoft Magyarország Kft.

Phone: +36 (1) 327-2800

Fax: +36 (1) 327-2899

**Technical Support:** +36 (1) 267-4636 (2MSINFO)

**I**

**Iceland**

See Denmark

**Ireland**

See **United Kingdom**

**India**

Microsoft India

Phone: (011) (91) (80) 559 5733, (011) (91) (11) 646 0767, 646 0694

Fax: (011) (91) (80) 559-7133, (011) (91) (11) 647- 4714

**Indonesia (SP)**

Microsoft Indonesia - Jakarta

**Technical Support:**

Phone: 62 21 570 42 54

Fax: 62 21 520 81 22

**Israel**

Microsoft Israel Ltd.

Phone: 972-3-613-0833

Fax: 972-3-613-0834

**Italy**

Microsoft Spa

Phone: (39) (2) 7039-21

Fax: (39) (2) 7039-2020

Microsoft Rome Office: (39) (6) 5095-01 - Fax: (39) (6) 5095-0600

Microsoft by Fax (Fax-on-demand service): (39) (2) 70-398-888

Customer Service (New product info, product literature): (39) (2) 70-398-398

Dealer Support (Customer Service for resellers only): (39) (2) 70-398-388

**Technical Support:** (39) (2) 70-398-398

Microsoft Consulting Service: (39) (2) 7039-21

**J**

**Japan**

Microsoft Company Ltd.

**Technical Support (Standard Support):** (81) (424) 41-8700

(Technical Support options/ Support Contract)

Phone: 0120-37-0196 (toll free domestic only)

Channel Marketing Information Center:

(Presales Product Support)

Tokyo Phone: (81) (3) 5454-2300

Osaka Phone: (81) (6) 245-6995

Customer Service Phone:

(Version upgrade/Registration)

Phone: (81) (48) 226-5500

Fax: (81) (48) 226-5511

**K**

**Kazakhstan**

See **Russia**

**Kirgizia**

See **Russia**

**Korea**

Microsoft CH

Phone: (82) (2) 531-4500

Fax: (82) (2) 531-1724

Customer Satisfaction Center: 080-985-2000 (toll free domestic only), (82) (2) 558-8161

**Technical Support:**

Technical Support Center: (82) (2) 508-0040

Game and Hardware Service Center: 080-645-1000 (toll free domestic only)

Microsoft FastTips: (82) (2) 3453-7555

Support Sales: (82) (2) 531-4544

**L**

**Latin America**

Microsoft

Latin American Headquarters (U.S.A.)

Phone: (305) 489-4800

Fax: (305) 491-1616

Customer Service: (425) 936-8661

**Technical Support:** (214) 714-9100

Internet: **http://www.microsoft.com/latam/soporte**

**Liechtenstein**

See Switzerland (German speaking)

**Luxembourg**

Microsoft NV

Phone: +32-2-730 39 11

Microsoft Support Network Info. Center +31-800-9977-57

TechNet Subscription: +353-1-703 8738

MSDN Subscription: +353-1-708-8690

Microsoft Information Center: +32-2-481 52 52

Bulletin Board: +32-2-726 85 45

(1200/2400/9600/14400 bd, 8N1, ANSI)

**Technical Support:**

+32-2-513 32 74 (Dutch speaking)

+32-2-502 34 32 (English speaking)

+32-2-513 22 68 (French speaking)

Internet: **http://www.microsoft.com/benelux/support**

**M**

### Malaysia (SP)

Microsoft (Malaysia) Sdn Bhd:

Phone: (60-3) 793-9595

Fax: (60-3) 791-6080

### México

Microsoft México, S.A. de C.V.

267-2110 Atencion a Distribuidores

265-3380 Atencion a Clientes

265-3399 Soporte Sistemas Operativos y Applicaciones de Escritorio

267-2190 Soporte de Servidores y Herramientas de Desarrollo

Fast Tips: (52)(5) 2612199

Microsoft BBS 628-6200/02 MSMEXICO sin password

### Morocco

Microsoft Afrique Du Nord

Phone: (212) 2 47 10 72

Fax: (212) 2 47 10 86

**Netherlands**

Microsoft BV

Phone: 023-5689189

Customer Service: 023-5677700

Microsoft Support Network Info Centre: 0800 099 7757

TechNet Subscription: 0800 022 6801

MSDN Subscription: 0800 022 7261

Bulletin Board: 023-5634221

(1200/2400/9600/14400bd, 8N1, ANSI)

**Technical Support:**

023-5677877 (Dutch speaking)

023-5677853 (English speaking)

Internet: **http://www.microsoft.com/benelux/support**

**New Zealand**

Microsoft New Zealand Ltd

Phone: 64 (9) 357-5800

Fax: 64 (9) 358-3726

**Technical Support:**

Phone: 64 (9) 357-5575

Fax: 64 (9) 307-0516 and 357-5577

**Northern Ireland**

See **United Kingdom**

**Norway**

Microsoft Norway AS

Phone: +(47) 22 02 25 00

Fax: +(47) 22 95 06 64

**Technical Support:**

Standard: +(47) 22 02 25 50

Priority: + (47) 22 02 25 45

Premier: + (47) 22 02 25 46

Microsoft Sales Support:   +(47) 22 02 25 80

Microsoft MSDL:   +(47) 22 18 22 09

Microsoft FastTips:   +(47) 22 02   25 70

(Document 404040 in FastTips contains detailed instructions)

**P**
**Q**

**Panama**

**Technical Support:** (506) 298 2020

Support E-mail: mscasup@microsoft.com

Customer Service: (506) 298 2000

Customer Service E-mail: msccatus@microsoft.com

**Papua New Guinea**

See Australia

**Paraguay**

See **Uruguay**

**Peru**

Centro de Servicio al Cliente

Central de Soporte: (51) (1) 422- 4116

Fax: (51) (1) 221 9052

Central de Informacion (51) (1) 242-5980

Fax: (51) (1) 447 8591

**Philippines (SP)**

Microsoft Philippines

Phone: 632 811 0062

**Technical Support:**

Phone: 632 892 2295/2495 and 632 813-2494

Fax: 632 813 2493

**Poland**

Microsoft Sp. z o.o.

Phone: +(48-22) 661-54-00

Fax: +(48-22) 661-54-34

Information Service: +(48-22) 865-99-33

**Technical Support:** +(48-22) 865-99-66

**Portugal**

Microsoft Portugal MSFT, Lda.

Phone: (351) 1 4409200

Fax: (351) 1 4412101

**Technical Support:**

Standard Support: (351) 1 4409280/1/2/3

Fax: (351) 1 4411655

**Puerto Rico**

**Technical Support:** (408) 953 8086

Support E-Mail: mscarsup@microsoft.com

Customer Service: (800)297 5982 for area codes 787 & 809 only

Customer Service E-mail: msccatus@microsoft.com

**R**

**Republic of Ireland**

See **United Kingdom**

**Romania**

Microsoft s.r.l.

Phone: (+40) (1) 222 90 16

Fax: (+40) (1) 222 90 12

**Technical Support:** (+40) (1) 312 09 48

**Russia**

Microsoft Z.A.O.

Microsoft Information Center: (095) 916 7171

Russia: 125252

Moscow: Postbox 70

**Technical Support:**

Moscow (095) 745-54-45

St.-Petersburg: (812) 118-36-36

Novosibirsk (3832) 119-019

Internet: **http://www.microsoft.com/rus**

**S**

**Scotland**

See **United Kingdom**

**Saudi Arabia**

Microsoft Saudi Arabia

Phone: +966-1-488-1165

Fax: +966-1-488-1576

**Technical Support:**

(Personal Operating System and Desktop Applications only):

Phone: 800 124 0500

(toll free within Saudi Arabia)

Fax: 966-1-4740576

**Singapore**

Microsoft Singapore Pte Ltd

Phone: (65) 337-6088

Fax: (65) 337-6788

Customer Services:

Phone: (65) 324-5255

Fax: (65) 324-6181

**Product Support Services:**

Phone: (65) 378-3600

Fax: (65) 378-3662

**Slovenia/Slovenija**

Microsoft d.o.o.

Phone: (+386) (61) 1800 8-00

Fax: (+386) (61) 1800 822

**Technical Support:** (+386) (61) 185 3449

**Slovak Republic**

Microsoft Slovakia s.r.o.

Phone (+421) (7) 37 63 02

Fax: (+421) (7) 37 66 71

**Technical Support:** (+421) (7) 531 20 83

**South Africa**

Microsoft South Africa

Phone: (27) 11 445 0000

Fax: (27) 11 445 0046

**Technical Support:**

(Toll Free): 0 802 11 11 04

(Toll): (27) 11 445 0000

Fax: (+27) 11 445-0343

**South East Africa and Indian Ocean Islands**

See South Africa

**Spain**

Microsoft Iberica SRL

Phone: (34) 1-807-9999

Fax: (34) 1-803-8310

**Technical Support:** (34) 1 -3754004

Customer Service: (34) 1-3754004

From Spain Only: 902-187 198

Fax Back telephone: (34) 1-3754004

**Sweden**

Microsoft AB

Phone: +46-(0)8-752 56 00

Fax: +46-(0)8-750 51 58

**Technical Support:**

Standard: +46-(0) 8- 752 09 29

Priority: +46 (0) 8 751 09 80

Premier: +46 (0) 8 632 57 01

Sales Support: +46-(0)8- 752 56 30

Microsoft MSDL: +46-(0)8-750 47 42

Microsoft FastTips: +46-(0)8-752 29 00

(Document 202020 in FastTips contains detailed instructions)

**Switzerland**

Microsoft AG

Phone: 01-839 61 11

Fax: 01-831 08 69

Customer Service: 0848-858-868

Documentation:

Phone: 0800-55-59-00

Fax: 01 311-72-27, Microsoft Info-Service, Postfach, 80998001 Zürich

**Standard Technical Support:**

(German speaking) Installation and Handling: 0848 80 - 2255

Standard Technical Support:

(French speaking): 022-738 96 88

General information about Microsoft Support in Central Europe:

Tel. 0848-80-2330

Internet: **http://www.microsoft.com/switzerland**

**T**

**Tadzhikistan**

See **Russia**

**Taiwan Region**

Microsoft Taiwan Region Corp.

Phone: (886) (2) 504-3122

Fax: (886) (2) 504-3121

**Technical Support:** (886) (2) 508-9501

**Thailand**

Microsoft (Thailand) Limited

Phone: (662) 266-3300

Fax: (662) 266-3310

**Product Support:**

Phone: (662) 613-7208 through 11

Fax: (662) 613-7198

**Turkey**

Microsoft Turkey

Phone: 90 (212) 258 59 98

Fax: 90 (212) 258 59 54

**Support Hotline:**

Phone: 90 (212) 258 96 66

Fax: 90 (212) 258 95 99

Bulletin Board Service: 90 (212) 227 93 90

**Turkmenistan**

See **Russia**

**U**

**United Kingdom**

Microsoft Limited

Fax: (0870) 60 20 100

Phone: (0870) 60 10 100

Microsoft KeyData:

(Bulletin Board Service)

(0870) 50 30 200 (up to 28.8Kbaud, n, 8, 1)

Microsoft KeyFax:

(Faxback Information Service)

(0870) 50 30 100

**Technical Support:**

Desktop Applications, Home Products, Desktop Systems and hardware:

0870 50 10 100

Developer Products: 0870 50 10 200

Business Systems: 0870 50 10 300

Customers phoning from Ireland should dial 706 5353 for technical support.

Minicom Line 0870 50 30 400

Pre-Sales Information: Microsoft Connection (0345) 00 2000

**Uruguay**

**Technical Support:**

Phone: (598) (2) 774934

Fax: (598) (2) 774935

**Uzbekistan**

See **Russia**

**Venezuela**

Corporation MS 90 de Venezuela S.A.

Other information: (582) 265-9922

Fax: (582) 265-0863

**Technical Support:** (582) 993-6755

W
X
Y
Z

**Wales**

See **United Kingdom**

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| MICROSOFT MOUSE | WARRANTY PERIOD |
|---|---|
| Basic Mouse; Wheel Mouse; and Wheel Mouse Optical | 2 years |
| Mouse 2.0; IntelliMouse; IntelliMouse Trackball; Cordless Wheel Mouse; and Trackball Optical | 3 years |
| IntelliMouse Pro; IntelliMouse with IntelliEye; IntelliMouse Optical; and Trackball Explorer | 5 years |
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**Can I assign any other feature to a button**

The IntelliPoint **Buttons** tab enables you to assign one of many features to any button; but, you must make sure that you assign **Click** to one of the buttons to accept your new settings.   See **Assign a new feature to a button.**

**When I click my Microsoft Cordless Wheel Mouse, nothing happens**

The Microsoft Cordless Wheel Mouse has limitations on the range or distance from the receiver.

To make sure that your mouse sends and receives properly, use the mouse:

- No closer than 8 inches (20 centimeters) to the receiver.
- No farther than 3.3 feet (1.0 meters) from the receiver.

**I use two Microsoft Cordless Wheel Mouse devices and one doesn't work correctly when both are in use**

When using two Microsoft Cordless Wheel Mouse products at the same time, you may receive interference from the other device.

To prevent any interference when using two Microsoft Cordless Wheel Mouse products, set the channel button for each device to a different channel.

**My wheel or wheel button doesn't work correctly in a program**

The IntelliPoint Wheel Troubleshooter helps you to resolve conditions that you may encounter in some programs when you use the wheel.

For example, you may see:

- Your screen zoom and then scroll
- Your screen scroll too quickly or too slowly
- Your pointer move erratically on the screen

**To start the IntelliPoint Wheel Troubleshooter**

- Click here  to start the IntelliPoint Wheel Troubleshooter, and then follow the instructions that appear on your screen.

**Configure your modem for a different COM port or IRQ setting**

To configure your modem for a different COM port or IRQ setting, see the manual that comes with your modem and Windows Help.

---

{button ,AL(`modem')} <u>Related Topics</u>

**What devices are designed for left-handed users?**

Microsoft designed and tested its line of mouse and trackball devices to provide you with a variety of comfortable ergonomic solutions.

You can use some devices with either hand, such as the Microsoft Wheel Mouse, Microsoft Mouse, and Microsoft IntelliMouse.

Other devices, like the Microsoft IntelliMouse Explorer, are intended for use with your right hand.

## Frequently asked questions

{button ,JI(`ipoint.hlp>Trbl',`iptrbReassignButton')} [Can I assign any other feature to a button?](#)

{button ,JI(`ipoint.hlp>Trbl',`iptrbLeftHandedMouse')} [What devices are designed for left-handed users?](#)

**I have to move the mouse or trackball too far to move the pointer across the screen**

Try adjusting your IntelliPoint **Pointer Speed** setting to a faster speed.

{button ,AL(`pointer speed')} Related Topics

**I'm having difficulty disabling the internal pointing device on my laptop computer**

To learn how to disable the built-in pointing device, see the manual for your laptop computer.

If you disabled the built-in pointing device, but it was automatically enabled again when you restarted your computer, try the following:

- Manually disable the laptop's built-in pointing device each time you want to use the external pointing device.

- If you have a Microsoft serial-or-PS/2 compatible (serial-mouse-port-compatible) pointing device, use the adapter to connect your pointing device to a serial port on your computer.   The label on the bottom of your pointing device indicates the type of pointing device that you have.

**I'm having difficulty double-clicking successfully**

Try adjusting your IntelliPoint **Double-Click Speed** setting.   If the current setting is too fast for you, then software applications won't recognize your double-clicks.

---

{button ,AL(`Double-Click Speed')} <u>Related Topics</u>

**I'm having difficulties installing IntelliPoint on a network drive**

Installing IntelliPoint on a network drive isn't supported.   If you have a previous version of IntelliPoint on a network drive, you can't perform an upgrade on that drive.   Microsoft does not recommend installation of IntelliPoint on a network drive.

**I'm having difficulties running IntelliPoint on a computer with multiple operating systems**

If you've installed either Windows NT Server or Windows NT Workstation on the same computer as Windows 95 or Windows 98, be sure to install IntelliPoint on both operating systems.   If IntelliPoint isn't working on the second operating system, try reinstalling IntelliPoint on that system.

## If IntelliPoint isn't working correctly

If IntelliPoint isn't working at all, or if some of the IntelliPoint features aren't working the way you expect them to, read the following troubleshooting tips before you call technical support.

**What's wrong?**

{button ,JI(`ipoint.hlp>Trbl',`iptrbNetworkDrive')}    [I'm having difficulties installing IntelliPoint on a network drive.](#)

{button ,JI(`ipoint.hlp>Trbl',`iptrbMultipleOS')}    [I'm having difficulties running IntelliPoint on a computer with multiple operating systems.](#)

{button ,JI(`ipoint.hlp>Trbl',`iptrbIconGone')}    [The IntelliPoint icon disappears from the Windows taskbar.](#)

{button ,JI(`ipoint.hlp>Trbl',`iptrbWheelTab')}    [The IntelliPoint **Wheel** tab is unavailable.](#)

{button ,JI(`ipoint.hlp>Trbl',`iptrbVanishNotWorking')}    [The **Vanish** feature doesn't seem to work.](#)

## If your mouse or trackball isn't working correctly

If your mouse or trackball isn't working correctly, read the following troubleshooting tips before you call technical support.

**What's wrong?**

{button ,JI(`ipoint.hlp>Trbl',`iptrblWirelessConflict')}      I use two Microsoft Cordless Wheel Mouse devices and one doesn't work correctly when both are in use.

{button ,JI(`ipoint.hlp>Trbl',`iptrbDoubleClick')}      I'm having difficulty double-clicking successfully.

{button ,JI(`ipoint.hlp>Trbl',`iptrbDisableLaptopMouse')}      I'm having difficulty disabling the internal pointing device on my laptop computer.

{button ,JI(`ipoint.hlp>Trbl',`iptrbModemNotWorking')}      My modem quit working after I installed my mouse or trackball.

{button ,JI(`ipoint.hlp>Trbl',`iptrbModemConflict')}    My mouse or trackball is working inconsistently (and I have an internal modem).

{button ,JI(`ipoint.hlp>Trbl',`iptrbExternalDevice')}    My external pointing device works erratically on my laptop computer.

{button ,JI(`ipoint.hlp>Trbl',`iptrbNotebook')}      My mouse or trackball isn't working with my laptop computer (which has an internal pointing device).

{button ,JI(`ipoint.hlp>Trbl',`iptrbSwitchBox')}      My mouse or trackball doesn't work correctly with my switch box.

{button ,JI(`ipoint.hlp>Trbl',`iptrblIPWheelTrblshooter')}      My wheel or wheel button doesn't work correctly in a program.

{button ,JI(`ipoint.hlp>Trbl',`iptrbMousePortDisabled')}      The hardware profile indicates that the mouse port is disabled, but the mouse or trackball still functions properly on that port.

{button ,JI(`ipoint.hlp>Trbl',`iptrblWirelessNoGo')}    When I click my Microsoft Cordless Wheel Mouse, nothing happens.

{button ,JI(`ipoint.hlp>Trbl',`iptrbNoResponse')}    When I click the left mouse or lower trackball button, nothing happens.

{button ,JI(`ipoint.hlp>Trbl',`iptrbWrongAssignment')}      When I press the wheel button, something unexpected happens.

{button ,JI(`ipoint.hlp>Trbl',`iptrbWheel')}    When I roll the wheel, nothing happens.

## If your pointer isn't behaving the way you expect it to

If you're having trouble using the pointer, read the following troubleshooting tips before you call technical support.

**What's wrong?**

{button ,JI(`ipoint.hlp>Trbl',`iptrbSpeed')}  <u>I have to move the mouse or trackball too far to move the pointer across the screen.</u>

{button ,JI(`ipoint.hlp>Trbl',`iptrbVanish')}  <u>Sometimes I can't find the pointer on the screen (it seems to be hidden).</u>

{button ,JI(`ipoint.hlp>Trbl',`iptrbCleaning')}  <u>The pointer doesn't move smoothly on the screen.</u>

{button ,JI(`ipoint.hlp>Trbl',`iptrbOrientation')}  <u>When I move the mouse or trackball, the pointer moves in a different direction on the screen.</u>

**My external pointing device works erratically on my laptop computer**

If you can simultaneously use an internal and external pointing device on your laptop computer, you may find that the external pointing device works erratically, or that you lose the wheel and wheel button functionality.

To correct the problem, try the following:

- Change the system settings on your laptop computer to have the system automatically detect the external pointing device before the internal pointing device.
- If your laptop doesn't support automatic detection, try attaching your pointing device to the serial port.
- Manually disable the internal pointing device.

See your laptop computer manual for information about changing system settings.

**My mouse or trackball doesn't work correctly with my switch box**

If you use a switch box to connect your pointing device to two or more computers, the pointing device may work erratically or the wheel and wheel button may stop functioning.

To correct the problem, do the following:

- Be sure to install the IntelliPoint software on each machine.
- Do not move your pointing device when switching between machines or change your pointing device to another machine.
- If the wheel and wheel button stop working, restart your computer.

If you experience other problems with the switch box, contact your switch-box supplier.

**My modem quit working after I installed my mouse or trackball**

If both your modem and your pointing device are using either the same COM port (serial port) or the same interrupt (IRQ), the following problems may occur when you try to dial or connect:

- The modem may not dial or connect.

- Your computer may stop responding.

- The pointer may freeze, either momentarily or until you restart your computer.

To correct the problem, check the following:

- Make sure that there are no other hardware devices using the same interrupt as the modem:

  - COM1 and COM3: IRQ4

  - COM2 and COM4: IRQ3

  If there is another device, such as a mouse, trackball, digitizer tablet, scanner, fax card, network card, or sound card, using the same interrupt, do one of the following:

  - Change the interrupt of the modem or the other device.

  - Remove the other device from your computer system.

  For information about how to change the interrupt of the modem or other device, see the manual for the device or contact the manufacturer.   The method used to change the interrupt depends on the device because it may be a jumper, a DIP switch setting, or software.

- Check your modem configuration to make sure the IRQ setting on the modem matches the selected COM port.

---

{button ,AL(`modem')} Related Topics

**My mouse or trackball is working inconsistently (and I have an internal modem)**

Your mouse or trackball may be conflicting with your internal modem or another internal device on your computer.   This means that the serial port your pointing device is connected to may be conflicting with the serial port that the internal modem is connected to.   If connected to the same serial port as your internal modem, your pointing device won't work when the modem is active.

If this is the case, try to:

- Connect your pointing device to a different serial port on your computer.
- Reconfigure your modem so that it uses a different serial port address or a different IRQ.

---

{button ,AL(`modem')} <u>Related Topics</u>

**My mouse or trackball isn't working with my laptop computer (which has an internal pointing device)**

If you have an external mouse or trackball connected to your laptop computer and it isn't working, try the following:

- Change the system settings on your laptop computer to have the system automatically detect the external pointing device before the internal pointing device.

- If you have a serial-mouse-port-compatible pointing device, use the adapter to connect your pointing device to a serial port on your computer.   The label on the bottom of your pointing device indicates the type of pointing device that you have.

- If you do not change the system settings or cannot use a PS/2-to-serial adapter, then disable the laptop's built-in pointing device before you use the external pointing device.   See the manual for your laptop computer to find out how to disable the built-in pointing device.

**Sometimes I can't find the pointer on the screen (it seems to be hidden)**

There are three possibilities:

- Sometimes the pointer has moved to the far edge of the screen and is no longer visible.   Try moving the pointer in different directions until you see the pointer on your screen.
- Some programs intentionally cause the pointer to disappear when you move it over a certain area.   Try moving the pointer into a different area that causes the pointer to reappear.
- You may have the IntelliPoint **Vanish** feature turned on, which hides your pointer when you type.   In this case, just move your mouse or trackball to make the pointer reappear.

---

{button ,AL(`Vanish')} Related Topics

**The hardware profile indicates that the mouse port is disabled, but the mouse or trackball still functions properly on that port**

When you start Windows 95 or Windows 98 with a hardware profile in which the port that the pointing device is connected to is disabled, the operating system searches all the appropriate ports for a pointing device.   If the operating system locates a pointing device, the driver loads and the pointing device works correctly.

If you don't want to use a pointing device in Windows 95 or Windows 98:

1   Click the **Start** button, point to **Settings,** and then click **Control Panel**.

2   Double-click the **System** icon.

3   Click the **Device Manager** tab.

4   Double-click **Mouse**.

5   Click the mouse or trackball you want to delete, and then click **Remove**.

6   Disconnect the pointing device from your computer.

**The IntelliPoint icon disappears from the Windows taskbar**

If the IntelliPoint icon on the Windows taskbar disappears from the bottom right-hand corner of the screen, you may have removed it from the taskbar.

**To restore the icon:**

1  Click the **Start** button, point to **Programs**, point to **Microsoft Hardware**, point to **Mouse**, and then click **IntelliPoint**.

2  Using the **secondary button** (right-click), right-click in the dialog box window.

3  Click **Show Icon** on the shortcut menu.   A check mark to the left of **Show Icon** indicates that the IntelliPoint icon appears in the taskbar.

**The IntelliPoint Wheel tab is unavailable**

If your pointing device has only two buttons, the features on the **Wheel** tab appear dimmed and their functionality is unavailable.

---

{button ,AL(`Wheel')} <u>Related Topics</u>

**The pointer doesn't move smoothly on the screen**

Try cleaning your pointing device to restore optimum performance.

If you have a pointing device with the IntelliEye optical sensor and the LED port on the bottom of the device is dirty, then the light beam cannot work properly.   When the IntelliEye optical sensor is obstructed, your device may not work correctly.   See **Clean your mouse** to clean the IntelliEye optical sensor.

If you have a device with a ball and the inside is dirty, the ball and rollers inside can't operate smoothly, causing your pointer to jump around on the screen.   See **Clean your mouse** or **Clean your trackball** to clean your device.

**Note**
The IntelliEye optical sensor works best on surfaces with texture, for example, white paper, laminated desktops, wood, and synthetic wood.   Glass or shiny surfaces, for example, mirrors or glossy white paper, may prevent the IntelliEye optical sensor from working correctly.   In these instances, try a mouse pad, piece of paper, or other textured surface.

---

{button ,AL(`cleaning')} Related Topics

**The Vanish feature doesn't seem to work**

The **Vanish** feature may not work with some software applications.   Your software application must be designed to use standard Windows functionality for the **Vanish** feature to work.

**When I click the left mouse or lower trackball button, nothing happens**

Check the following:

- Make sure that the pointing device is plugged into the computer.
- Make sure that IntelliPoint is installed correctly.
- Try using the right mouse button or upper trackball button to see if it has been set as the **primary button**.
- Use the keyboard to set the left mouse or lower trackball button as your primary button:

    1  Press the Windows logo key (🖳), press the UP ARROW key to select **Settings**, press the RIGHT ARROW key to select **Control Panel**, and then press ENTER.

2        Press the DOWN ARROW key to select the **Mouse** icon, and then press ENTER.

3        Press SHIFT+TAB to select **Activities**, then press the right arrow to select **Buttons**.

4        Press TAB to **Select your mouse or trackball** under **Device**, and then press the UP or DOWN ARROW to select your device.

    5  Press TAB to select the primary button assignment for example, **Left Button** under **Button Assignment** and then press the UP or DOWN ARROW to select **Click**.

6        Press TAB to select **OK**, and then press **Enter**.

---

{button ,AL(`Button Selection')} <u>Related Topics</u>

**When I move the mouse or trackball, the pointer moves in a different direction on the screen**

Try adjusting your IntelliPoint **Orientation** setting.

{button ,AL(`orientation')} Related Topics

**When I press the wheel button, something unexpected happens**

If the wheel button isn't working, check the following:

- Click here  to open IntelliPoint.
- Make sure that the **Button Assignment** drop-down list box for the wheel button displays the selection that you want.

---

{button ,AL(`wheel button')} [Related Topics](#)

**When I roll the wheel, nothing happens**

If the wheel isn't working:

1    Click here   to open IntelliPoint.
2          Go to the IntelliPoint **Wheel** tab, click **Advanced**, and make sure that the **Turn off IntelliPoint software wheel support for** option is selected.

---

{button ,AL(`wheel')} Related Topics