Q: Device isn't recognized by PC, or Bluetooth cannot be searched.

A: 1. Make sure that your device is turned on. Slide switch usually on the bottom of the device.
2.Make sure that your PC supports Bluetooth and has a Bluetooth module.
3.Make sure that Bluetooth is turned on. If the Bluetooth icon doesn't appear, or if the menu bar status continues to indicate that Bluetooth is off, restart your computer and then try to turn Bluetooth on again.
4.Replace the battery with a brand new one, or make sure that your devices are charged.
5.Try turning the wireless device off, waiting a few seconds, and then try to re-conduct Bluetooth pairing.
6.If you can pair your PC with some devices but not SANWA device, unpair the accessory from your other devices. Then try to pair with SANWA device.

Q: After a period of use, the Bluetooth disconnects, or the Bluetooth connection is unstable.

A: The Bluetooth radio is not resuming from a low-power state correctly. This is a failure caused by the system, please follow the following operation to set up and try pairing again.

Windows：

On the PC, change the Bluetooth wireless adapter power settings:

Right click on "This PC" → "Properties" → "Device Manager".

Click on "Bluetooth" in Device Manager, expand it and find the corresponding SANWA device name, right click on "Properties".

In the Properties window, click the Power Management tab and uncheck Allow the computer to turn off this device to save power.

Click OK to save the settings and restart the PC.

※In Windows 10 Ver. 2004 or later, the Power Management tab may not be found. In that case, in the Bluetooth of "Device Manager", select the name of the SANWA device,

then select "View" > "Device (by model)" in the menu above. Select the Host controller (e.g. Intel(R) USB3.1 eXtensible Host Controller) in the attributes above it and click Properties. If there is a Power Management tab, please do the same operation as above.

※If there is a power management tab, do the same as above. If the power management check frequently returns to its original state, please make the following settings:

At the same time, press the Windows logo key + letter S to start the search, search for Change device installation Settings, and select No (This operation may cause some devices to fail to run properly).

※If there is a Windows update and the device can no longer be connected, please check the power management after each update.

Mac OS：

1. On the menu bar, select "Bluetooth icon" → in the "Bluetooth settings" window→ remove SANWA device.

2. Turn the power to "Off" on the Bluetooth mouse.

3. On the Apple menu for "Current System Settings" →click on "Energy Saving".

4. Click on the "Battery" tab, then deselect all the check boxes.

5. Select the "Battery Adaptor" tab, then uncheck the other boxes by checking the "Do

not let the computer automatically sleep when power is off" box.

6. Try pairing the mouse to the device again.

Q: Mouse or keyboard intermittently stops responding.

A: 1. Automatically enter into energy saving mode when the equipment is not applicable

for a period of time in order to save unnecessary power wastage. Click the mouse or move the mouse or press a key on the keyboard to reconnect the device to the computer. It might take a moment for the device to respond.
2.Wireless interference can cause Wi-Fi and Bluetooth devices to disconnect or perform poorly, but you can take steps to reduce or overcome it.
Any of these symptoms could be caused by interference affecting the Wi-Fi or Bluetooth signal:

① Device doesn't connect or stay connected
② Connection is slow and signal strength is low
③ Pointer movement is erratic or jumpy

Q: I am prompted for a passcode.

A: Please enter the specified number as instructed in the manual. If it is not stated, please try entering "nothing", "0000", or "1234".

Q: The Nano receiver / wired Mouse is plugged in and the computer does not recognize it.

A: General USB interface mouse are plug-and-play, no additional installation of drivers. If you encounter the driver can not be recognized, please try the following methods.

1. Confirm whether there are other USB devices failed to identify interference.
Unplug all the USB devices, first plug the USB mouse, and then plug in other USB devices.
2. Right-click on [Computer] and click [Manage].
3. Find [Device Manager] - [Mouse and other pointer devices].
If there is a yellow exclamation mark symbol on the device, right-click [Update Driver Software].
4.If it still does not work, click the above figure below the [Properties], and then to the [Driver] tab, select [Uninstall]. Then unplug the mouse and re-insert it to install the driver.

Q: The mouse cursor jumps. It doesn't work as expected.

A: The sensor may not be able to detect the amount of mouse movement, or it may be affected by a metal obstacle. Please try the following solutions.

1.The battery power may be low. Try replacing the batteries.
2.The distance between the mouse and the receiver may be too far. Try placing the mouse close to the receiver.
3.The mouse may malfunction if it is used on a steel desk or near metal objects. Please try using a mouse pad

Q: How do I switch between uppercase and lowercase when I press Caps Lock in iOS and iPad OS?

A: Please make the following settings.

Settings →General→ Keyboard→ Hardware Keyboard→ Turn off "Caps Lock Language Switching".

Q: Why can't I enter "789UIOJKLM" while using iPadOS or iOS?

A: When using a Bluetooth keyboard and a Bluetooth mouse together, the mouse key function is turned on and some keys cannot be input.
"Settings" - "Accessibility" - "Touch" - "Assistive Touch" - "Mouse Keys", Turn this function off and the keyboard input will return to normal.
This operation will not affect the normal operation of the mouse.

Q：电脑无法识别设备或搜索不到蓝牙设备。

A：1.请确保设备的开关已经开启。开关通常在设备的底部或侧边。

2.请确保您的电脑支持蓝牙功能且配备蓝牙模块。

3.确保电脑的蓝牙已经打开。如果蓝牙图标没有出现，或者菜单栏状态显示蓝牙关闭，请重新启动电脑后，尝试再次打开蓝牙。

4.更换全新的干电池，充电电池的设备请确保电量已经充满。

5.关闭设备，等待几秒钟，然后尝试重新进行蓝牙配对。

6.如果您的电脑可以与其他设备成功配对，但不能与SANWA设备配对的情况下，请将电脑与其他设备的配对删除。然后尝试重新为SANWA设备进行蓝牙配对。

Q：在使用一段时间后，蓝牙断开后无法重新连接，或蓝牙连接变得不稳定。

A：原因是蓝牙无线电无法顺利从低功率状态中恢复。这是因电脑系统的配置所产生的问题，请按照以下操作进行设置并重新尝试进行蓝牙配对。

Windows：

更改无线蓝牙适配器的电源设置：

右键点击 "此电脑" → "属性" → "设备管理器"。

在设备管理器中点击"蓝牙"，展开后找到对应的SANWA设备名，右键点击"属性"

单击"电源管理"并取消选中"允许计算机关闭此设备以节约电源"。

单击"确定"保存设置，重启电脑。

※Windows 10 Ver.2004 及之后版本的 Windows 系统，有可能出现找不到"电源管理"选项卡的情况。若出现此类问题，请在"设备管理器" 中点击"蓝牙"，在展开项目中选择 SANWA 设备名。然后在最上面的菜单中选择"查看"→"按连接列出设备"。点击选择"XXX 可拓展主机控制器"（例如:Intel(R) usb3.1 eXtensible Host Controller)，右键选择"属性"。将会出现"电源管理"选项卡，将 "允许计算机关闭此设备以节约电源"取消选中。

※Windows 系统自动更新后，电源管理有可能会恢复成默认状态（即"允许计算机关闭此设备以节约"再次被勾选）。若经常出现此类现象，请尝试如下操作：

同时按下"Windows 徽标键" +字母"S"以启动搜索，搜索关键字"更改设备安装设置"，在设置界面中选择"否(此操作可能导致部分设备无法正常运行)"。

※在进行过 Windows 系统自动更新后，设备无法正常连接的情况时，请每次在更新后及时确认"电源管理"处的勾选是否已经取消。

Mac OS：

1.打开Mac的蓝牙设置 → 移除 SANWA 设备。

2.关闭蓝牙鼠标电源开关。

3.点击 "系统偏好设置" → "节能器"。

4.选择 "电池" 选项卡，取消所有勾选。

5.选择 "电源适配器" 选项卡，仅勾选 "当显示器关闭时，防止电脑进入睡眠"。

6. 重新尝试进行蓝牙配对。

Q：鼠标或键盘间歇性地停止响应。

A：1、当设备在一段时间不使用，将自动进入睡眠模式，以节省不必要的电量浪费。点击鼠标或移动鼠标，或按下键盘的任意一个键，设备将恢复工作状态。此操作可能需要一些反应时间。

2.无线干扰会导致 Wi-Fi 和蓝牙设备断开连接或性能不佳，但可以采取措施减少或克服此影响。

以下的现象可能是由 Wi-Fi 或蓝牙信号干扰所引起的。

①设备无法连接或不能保持连接。

②连接速度慢，信号强度低。

③鼠标光标的移动不稳定或跳动。

Q：进行蓝牙配对时，提示要求输入密码。

A：请参考说明书中的指示进行操作。如果说明书中没有提示，请尝试空置、或输入 "0000 "或 "1234" 。

Q：USB 接收器/有线鼠标 插入后，电脑无法正常识别。

A： 一般来说 USB 接口的鼠标都是即插即用的，无需另外安装驱动程序。

如果遇到驱动无法识别的情况，请尝试以下解决方案：

1. 确认是否有其他 USB 设备的干扰。拔掉所有的 USB 设备，先插上 USB 鼠标，然后

再插上其他 USB 设备。

2. 右键点击"此电脑"，点击"管理"。3. 找到"设备管理器"-"鼠标和其他指针设

备"。如果设备上有一个黄色的感叹号标识，右键点击"更新驱动程序"。

4.如上述操作仍旧无效，右键单击该图标，并单击"属性"，然后找到"驱动程序"，

单击"卸载设备"。然后拔掉鼠标的 USB 后重新插入，安装驱动程序。

Q：鼠标光标跳动。无法正常工作。

A：传感器可能无法正常检测到鼠标的移动量，也可能受到金属障碍物的影响。请尝试

以下解决方案。

1.电池电量可能不足。更换全新的干电池，充电电池的设备请确保电量已经充满。。

2.鼠标和 USB 接收器之间的距离过远。请尝试将鼠标放置在靠近接收器的地方。

3.如果在铁制桌面或靠近金属物体的地方使用鼠标，可能会出现故障。使用某些光电

鼠标时，可能会因鼠标垫上的颜色漫反射不同，导致鼠标定位反馈不准、光标乱跑。

建议您尝试使用深色鼠标垫。

Q：iOS 和 iPad OS 系统里，当按下大写锁定键时，如何切换大

写和小写？

A：请进行以下设置。

设置→通用→键盘→实体键盘→关闭 "大写锁定键切换语言"。

Q：为什么在使用 iOS 和 iPad OS 系统时不能输入 "789UIOJKLM"？

A：蓝牙键盘和蓝牙鼠标一起使用时，系统中的"鼠标键功能"可能会自动打开，从而导致键盘部分的按键输入失效。

"设置"-"辅助功能"-"触控"-"辅助触控"-"鼠标键"，将该功能关闭即可恢复正常。

此操作不会影响鼠标的正常工作。