

Re: Microsoft Wireless MultiMedia Bundle

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.accessibility/2005-05/msg00272.html>

- *From:* Sharon F <sharonfDEL@xxxxxxxxxxxxx>
 - *Date:* Tue, 24 May 2005 09:22:40 -0500
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On Mon, 23 May 2005 07:47:01 -0700, Forest wrote:

- > I hope this is in the right group. I bought a a Microsoft Wireless keyboard
- > and mouse bundle and have had problems with it ever since. I keep getting a
- > message the says my batteries in my optical mouse are low and that I should
- > change them as soon as possible. These batteries are brand new and I have
- > tried various brands. This message wouldn't be such a problem except it
- > causes some of my programmes to freeze up.
- >
- > Any advice would be appreciated.

Try moving the receiver. Perhaps if it gets a stronger signal from the mouse, you won't get the message about low batteries? More suggestions in this article:

Wireless keyboard or mouse does not respond as expected
<http://support.microsoft.com/kb/838398>

Also, you could try calling customer support. Installation and issues with brand new product are no charge with most companies. The support number should be in the documentation for your hardware.

The only number I could find was here:

<http://www.microsoft.com/products/info/render.aspx?view=22&type=mdp&content=22/custsrv>
but am not sure it's the right one for installation/new hardware issues. If in the US it's toll-free. If not the right department, they should be able to get you the correct number.

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Sharon F
MS-MVP ~ Windows Shell/User
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- *References:*
 - ◆ ***Microsoft Wireless MultiMedia Bundle***
 - ◇ *From:* Forest

Re: Microsoft Wireless MultiMedia Bundle

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