

Re: wireless mouse & keyboard

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<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2008-04/msg00441.html>

- *From:* Paul <Paul@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 14 Apr 2008 04:55:04 -0700
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Oh wise internet guru you must post your words of wisdom to the other nay sayers of the Microsoft Wireless Laser Keyboard as they don't have your vast wisdom to RTFM either.

http://www.amazon.co.uk/Microsoft-Wireless-Laser-Desktop-5000/dp/customer-reviews/B000SJ32Z8/ref=dp_top

Take your comment and ehumm...we won't describe that here...

I don't usually post to internet boards; unless I am truly frustrated with the LACK of documentation and the LACK of support for a product. I DO have the manual (or what MS considers a manual)...all it has is pretty pictures of how to plug it in.....

The CD has a wonderful CHM file which I followed exactly....even the troubleshooting section that explained how to change the channel....(Of which there are only two RF channels for this product)

My hope in posting my previous message was not really to get help for my self....but to ensure that if anyone does a search on

Microsoft Wireless Laser keyboard 5000

this message would appear in Google as a warning to other unsuspecting customers. I want to help THEM avoid buying this product.

I am not the only one giving this product a low rating buddy boy.....and I am certainly not coming at my rant from an uneducated perspective.... I have read the F***ing manual and called customer support..... and I have not been able to get any resolution to my problem. (Even after changing the Channel oh wise internet elf..... oh and yes I am using the right batteries too..... must be nice to have that much wisdom shoved up where the sun don't shine...)

Again; I am only giving my opinion here.....consider this my review.....

But don't take my word for it.....do a search on this brand of keyboard and read the reviews yourself.....the ones that are happy seem to be blissfully happy with there keyboard but the ones that are not all seem to have the same problem..... "Low wireless" warnings....endlessly changing

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batteries (or channels) to no avail. Other keyboards don't have as much fuss written up about them..... (This is my contribution to the Fuss for the Microsoft Wireless Laser Keyboard 5000) (another plug for the search engine to find)

So Buyer Beware.....

My experience tells me..... Go to another vendor..... My friend in the previous post thinks I should RTFM again.,..... for 80 bucks....I think I will take my own advice.....

(My Rant Over) (Oh Internet Elf...because I did not put my last comment in a manual.....I'll translate....I won't be replying to this message after this post...have fun talking to yourself....)

Just for completeness here is the excerpt from the FM that outlines how to change the channel the unit uses: (Have fun)

"Change the wireless channel

There may be interference over the transmission channel that the wireless device is using. You can try changing the wireless channel; however, the other channel might be experiencing even more interference.

If you want to change the channel, press the button on the bottom of the wireless keyboard or mouse.

If the signal does not improve, press the button again to return to the original channel.

To proceed with this troubleshooter, click Next."

"Edward W. Thompson" wrote:

"Paul" <Paul@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:1BF2D23A-9665-4460-98D0-A2F5279A5C78@xxxxxxxxxxxxxxxxxxxx

I have been having the same issue with 5000 series keyboard / mouse combo.

as I type the keyboard seems to miss keystrokes.....

I get the pop up saying low signal. I have the keyboard next to the USB Rx device....

Its very frustrating for me since the keyboard is not reliable.....

I think the only recourse for me is to stop using MS hardware...and switch

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to a more reliable brand name....

The support Sucks.... ALL they tell me to do is change the batteries.....

I think I am going to take my own advice and keep the batteries and change the hardware....

"You SUCK Microsoft" -- There, I saved them millions in market research!

[Just typing out this message I only missed 14 keyboard presses; My God...

Did Microsoft FIre the QA team?]

Buy Microsoft..... Never Again!!!

Very Unhapp Customer!

"Andrew Murray" wrote:

I have the MS Wireless Keyboard 2000 & Optical Mouse 2000 combo, Windows XP Professional. Using the latest IntelliType and IntelliPoint software for 32-bit Windows XP.

Periodically the system pops up a message about low quality signal to the receiver from the keyboard; However when I check the hardware properties (Mouse & Keyboard applets in Control Panel) and check the "Wireless" tab, it indicates "High" signal quality and "good" battery level for both the mouse and the keyboard.

Anyone else experienced this issue (reporting of "low quality" signal") with MS or other wireless devices when the device is working perfectly OK? All this message does is ask if I want to run the troubleshooting wizard,I don't

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know how accurate the monitoring software is (as far as signal strength and battery level is concerned) but I would have thought it would be fairly reliable and accurate.

The receiver is sitting about half a foot from the keyboard, in direct line of site, and there's no other devices that could interfere with the signal (I currently have "wired" broadband). The other wireless device is the cordless phone, but I don't know if that really is having any affect in this case.

Thanks,

Andrew.

I suggest you RTFM. The distinct probability is you need to change the channel through which the keyboard communicates with the wireless receiver. Your ranting comes from ignorance and impresses no one least of all Microsoft.