BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Keyboards, Mice & Trackpads

Connecting, choosing comfortable gear and pointer settings — explained in plain English, one step at a time

A plain-English guide for comfortable, confident computing

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For Windows 11, Mac, Chromebook & iPad · facts current November 2026

What's Inside

This is your keyboard, mouse and trackpad manual. Read it in any order and at your own pace — there is no test, and you can't fall behind. Whether a wireless mouse just stopped working, you'd like a keyboard with bigger letters, or your wrist aches by the end of the day, every feature comes with what it actually does *for you* and slow step-by-step directions anyone can follow. It covers Windows 11 PCs, Macs, Chromebooks and iPads. If a screen looks a little different on yours, the idea is still the same.

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PART 1

Getting to Know Your Keyboard & Mouse

The words, the parts and the three ways a keyboard or mouse talks to your computer. Start here.

CHAPTER 1

A Note from Bill

Hello, and welcome. The keyboard and mouse are the two things you touch every single time you use a computer, so when they're uncomfortable, slow, or hard to see, the whole computer feels harder than it should. The good news: these are some of the smallest, least expensive fixes in all of technology. A different mouse, a keyboard with bigger letters, or two minutes in the settings can turn a frustrating afternoon into an easy one.

I'm Bill. I've spent 30+ years working professionally with computers, and I wrote this guide the way I'd explain things sitting next to you at the kitchen table: patiently, in plain English, one step at a time. If I use a word you don't know, I'll stop and explain it right then.

You can't break it by trying settings

Every setting in this guide can be changed back. Make the pointer huge, try a faster speed, turn a feature on to see what it does — if you don't like it, go back to the same spot and move it back. Nothing in these menus deletes your files or costs money.

WHAT THIS DOES FOR YOU

The everyday payoff

The right keyboard, mouse and settings mean less squinting, less hand and wrist ache, fewer "where did my pointer go?" moments and fewer typing mistakes. Small changes, every day, add up.

What this guide covers

- Wired, wireless and **Bluetooth** keyboards and mice — and which one suits you.
- Connecting them to a **Windows 11** PC, a **Mac**, a **Chromebook** or an **iPad**.
- Batteries, charging and those tiny USB receivers.
- Choosing comfortable gear: large-print and backlit keyboards, ergonomic keyboards, vertical mice and trackballs.
- Making the pointer bigger, easier to find and easier to control, and taming a laptop touchpad.
- Built-in helpers like Sticky Keys and the on-screen keyboard, plus shortcuts worth knowing.
- What to do when it stopped working, how to clean it safely, and download scams to avoid.

And I'm only a phone call away

This guide will take you a long way on your own. If you get stuck, call me at **(330) 200-8042**. No question is too small.

So pull up a chair, rest your hand on the mouse, and let's make this comfortable.

— Bill

CHAPTER 2

Keyboards, Mice & Trackpads: What's What

Before we change anything, let's agree on a few words. You'll see them in menus and on store shelves, and knowing them makes everything else easier.

The words you'll see

Word	What it means
Pointer (or cursor)	The little arrow on the screen that moves when you move the mouse. Over text it may turn into a thin I-shaped line.
Text cursor	The blinking line that shows where your typing will appear.
Click	Pressing and releasing the main (usually left) mouse button once. It selects things.
Double-click	Two quick clicks in a row. It opens things, like a file or a program.
Right-click	Pressing the other (usually right) button. It opens a short menu of choices.
Scroll wheel	The little wheel between the buttons. Roll it to move up and down a page.
Touchpad	The flat, touch-sensitive pad below a laptop keyboard. You slide a finger on it to move the pointer.
Trackpad	Apple's name for a touchpad. Same idea — Apple also sells a separate one for desktop Macs.
Pairing	Introducing a Bluetooth device to your computer the first time so they recognize each other.

Keyboard keys that confuse people

Key	What it's for
Windows key	The key with the Windows logo, near the bottom left. Opens the Start menu.
Command (Mac)	The key marked with a looped-square symbol or "cmd". On a Mac it does most of what the Ctrl key does on Windows.
Ctrl, Alt, Shift	"Modifier" keys. You hold them down while pressing another key to give it a different job — like Ctrl and C to copy.
Fn	Short for "function." Found on laptops and compact keyboards, it unlocks the second job printed on some keys (volume, brightness and so on).
Num Lock	Turns the number pad on the right of a full-size keyboard on or off. If the number pad suddenly moves the cursor instead of typing numbers, Num Lock is off.
Caps Lock	Makes every letter a capital until you press it again. A small light on many keyboards shows when it's on.

TIP

Using a Windows keyboard on a Mac, or the other way around?

It works. On a Mac, a Windows keyboard's **Windows** key usually acts as Command and its **Alt** key as Option. The letters and numbers type the same.

Mouse, trackball or touchpad?

A **mouse** moves across the desk. A **trackball** stays put — you roll a ball with your thumb or fingers instead, which some people with sore shoulders or wrists find easier. A **touchpad** or **trackpad** uses finger movements on a flat surface. None is "right"; the right one is the one that feels comfortable to you. Chapter 12 walks through the choices.

GOOD TO KNOW

Laptop owners can still use a mouse

Many people find a laptop's touchpad fiddly. You can plug in or pair an ordinary mouse and use both. Chapter 16 shows how to keep a touchpad from getting in the way.

CHAPTER 3

Wired, Wireless Receiver or Bluetooth?

Keyboards and mice connect to a computer in one of three ways. On the box, the words can blur together, so here's what each really means and who it suits.

The three kinds, side by side

Kind	How it connects	Good for	Watch out for
Wired	A cable plugs straight into a USB port.	Desktop computers that stay put. Nothing to charge, nothing to pair — it just works.	The cable can get in the way; needs a free USB port.
Wireless with a USB receiver	A tiny plug (the **receiver** or **dongle**) goes in a USB port and talks to the keyboard or mouse by radio.	Most people. Plug in, switch on, done — no pairing menus.	Losing the tiny receiver; uses a USB port; needs batteries or charging.
Bluetooth	Connects using the Bluetooth radio already built into the computer, tablet or phone.	Laptops with few ports, Macs, iPads, Chromebooks; using one keyboard with more than one device.	Must be **paired** once; can occasionally need re-pairing.

WHAT THIS DOES FOR YOU

Why it matters

Knowing which kind you have tells you exactly what to do when it stops working. A wired one needs its cable checked; a receiver model needs its receiver and batteries checked; a Bluetooth one may need pairing again.

How to tell which kind you have

- **A cable** runs to the computer: it's wired.
- **No cable**, and there's a small plug in a USB port that you don't otherwise recognize: it's a receiver model. Look on the bottom of the mouse or under the battery cover — some keep a spare slot for the receiver.
- **No cable and no receiver**, and the computer's Bluetooth settings list it by name: it's Bluetooth.
- Some models do **both**: they come with a receiver but can also connect by Bluetooth. A small switch or button on the device chooses which.

USB-A, USB-C — which plug?

USB ports come in two common shapes. **USB-A** is the older, wider rectangle that only goes in one way up. **USB-C** is the small, rounded oval that fits either way up. Many newer laptops, including most recent Macs, have only USB-C ports.

- Before you buy a wired keyboard or a receiver-style mouse, look at the computer's ports and match the plug.
- If they don't match, a small **USB-C to USB-A adapter** solves it. They're inexpensive and sold wherever computer cables are sold.
- Bluetooth sidesteps the question entirely — no plug needed at all.

TIP

Not sure what's on your laptop?

Take a quick phone photo of the sides of the laptop and bring it to the store, or send it to the family member helping you shop. The ports are easy to match from a picture.

FROM BILL

My usual suggestion

For a desktop computer that never moves, wired is the simplest thing in the world. For most laptops and anyone who likes a tidy desk, a receiver model is the easiest wireless choice. Bluetooth is best for iPads, for laptops short on ports, and for one keyboard shared between devices.

CHAPTER 4

Those Tiny USB Receivers (Logi Bolt & Unifying)

Logitech is one of the biggest makers of keyboards and mice, and many people have one. Logitech wireless models often come with a small receiver, and there are two main families that look almost alike but don't mix.

Logi Bolt vs. Unifying

Question	Answer
Unifying	Logitech's older receiver. It uses Logitech's own 2.4 GHz radio method. Unifying devices only work with a Unifying receiver.
Logi Bolt	Logitech's newer receiver, based on Bluetooth Low Energy technology. Logi Bolt devices only work with a Logi Bolt receiver.
Can they mix?	**No.** A Bolt keyboard won't pair to a Unifying receiver, and a Unifying mouse won't pair to a Bolt receiver.
Can both be used at once?	Yes. If the computer has two free USB ports, a Bolt receiver and a Unifying receiver can both be plugged in and used at the same time.
How to tell which one	Look at the logo on the bottom of the keyboard or mouse (the side that rests on the desk) and on the receiver itself. Match the logos.

HEADS UP

Before you throw out a "spare" receiver

That little plug in the junk drawer may be the only way a keyboard or mouse in the house connects. Before tossing one, check it against the logos on your devices. If you've lost a receiver, Logitech sells replacements — just match the type.

Some newer Logitech models skip the receiver

Not every Logitech product comes with a receiver anymore. Some connect by Bluetooth only. Logitech's own support pages note, for example, that its K250 keyboard requires Bluetooth Low Energy to connect. Check the box or the product page for the words "Logi Bolt receiver included" if you want one.

Logi Options+ — the free Logitech app

Logitech makes a free program called **Logi Options+** for Windows and Mac. You don't need it for a keyboard or mouse to work. It's for extras: changing what the buttons do, adjusting pointer speed for that particular mouse, and, on some models, switching one keyboard between up to three computers or tablets with a single key press (Logitech calls this **Easy-Switch**).

STAY SAFE

Only download it from logitech.com

If you decide to install Logi Options+, type **logitech.com** into your browser yourself and find it under Software. Don't download it from a pop-up, an ad, or a "driver download" website. More on that in Chapter 25.

Other brands

Other makers use their own receivers, and as a rule a receiver only works with the keyboard or mouse it came with (or others from the same family made by the same brand). If you have two wireless devices from different brands, expect two receivers.

GOOD TO KNOW

What happened to Microsoft keyboards and mice?

Microsoft stopped making its own-brand keyboards and mice in 2023 to focus on its Surface accessories. Many of those familiar designs are now sold by a company called Incase under a "Designed by Microsoft" label. If you have an older Microsoft keyboard or mouse, it keeps working just fine.

PART 2

Connecting It Up

Plugging in, pairing with Windows, Mac, Chromebook and iPad, and keeping batteries happy.

CHAPTER 5

Plugging In a Wired or Receiver Keyboard or Mouse

Wired keyboards and mice, and wireless ones that use a small USB receiver, are the easiest of all to set up. There are no menus to visit — the computer recognizes them on its own.

A wired keyboard or mouse

1. Find a free USB port on the computer that matches the plug (Chapter 3 explains USB-A and USB-C).
2. Push the plug in gently. If a USB-A plug won't go in, flip it over — it only fits one way up.
3. Wait a few seconds. The computer sets it up by itself. You may see a small message that a device is being set up.
4. Move the mouse or type a few letters to test it.

A wireless model with a USB receiver

1. Put the batteries in, or charge it if it's rechargeable (Chapter 9).
2. Find the receiver. It may be in the box, or tucked into a slot in the mouse or under the battery cover.
3. Plug the receiver into a USB port on the computer.
4. Turn the keyboard or mouse on. Most have a small **On/Off** switch on the bottom or the top edge.
5. Move the mouse or press a key. It should work within a few seconds.

> TIP
>
> **Give the receiver a clear line**
>
> Wireless receivers work best close to the keyboard and mouse. On a desktop tower under the desk, use a port on the front rather than the back. Logitech also suggests plugging the receiver directly into the computer, not into a USB hub or a monitor's ports.

If it doesn't work at first

- Make sure the device is switched **on** and has fresh batteries or a charge.
- Unplug the receiver and plug it into a different USB port.
- Restart the computer with the receiver plugged in.
- Check that the receiver is the one that came with this keyboard or mouse (Chapter 4).

GOOD TO KNOW

Receiver models work almost anywhere

Because the receiver does the talking, these models usually work the same on Windows, Mac and Chromebook, as long as the computer has a matching USB port.

CHAPTER 6

Pairing a Bluetooth Keyboard or Mouse with Windows 11

A Bluetooth keyboard or mouse has to be introduced to the computer once. That's called **pairing**. After that, it reconnects on its own whenever both are on. For a wider look at Bluetooth in general, see our Bluetooth Pairing guide.

Step 1: Put the keyboard or mouse in pairing mode

Turn the device on, then press and hold its **pair** or **connect** button — often on the bottom — until a small light starts to flash. Microsoft's own keyboards, for example, enter pairing mode when you hold the pair button for about 5 seconds. Your device's instructions will say exactly which button to use.

Step 2: Connect it in Windows

1. Keep the keyboard or mouse close to the computer.
2. Watch the lower-right corner of the screen. Some devices pop up a notice offering to **Connect** (Microsoft calls this Swift Pair). If you see it, click **Connect** and you're done.
3. If no notice appears, click **Start**, then **Settings**.
4. Click **Bluetooth & devices**, then **Add device**.
5. Choose **Bluetooth**.
6. Pick your keyboard or mouse from the list.
7. If a keyboard shows a code on the screen, type that code on the keyboard and press **Enter**.

WHAT THIS DOES FOR YOU

Less hassle

Once paired, there's no receiver to lose and no USB port used. Turn the mouse on in the morning and it simply works.

When it won't pair

1. Make sure Bluetooth is turned on: **Settings** > **Bluetooth & devices**, and check the **Bluetooth** switch is **On**.
2. Make sure the device has power. Pressing its pair button and seeing a light is a good test.
3. If the device was paired before and stopped working, find it under **Bluetooth & devices**, click the three dots (**...**) next to it, choose **Remove device**, then pair it again from the top.
4. If the keyboard or mouse is also paired with another computer nearby, it may connect to that one instead. Remove it from the other computer, or turn that computer's Bluetooth off for a moment.

HEADS UP

Your laptop may not have Bluetooth turned on

Most laptops have Bluetooth built in, but it can be switched off. A few older desktop computers don't have Bluetooth at all. If you can't find a Bluetooth switch in Settings, a receiver-style keyboard or mouse is the easier choice. For more on Windows itself, see our Windows 11 guide.

CHAPTER 7

Pairing a Bluetooth Keyboard, Mouse or Trackpad with a Mac

Macs pair Bluetooth keyboards, mice and trackpads in one place. Apple's own Magic Keyboard, Magic Mouse and Magic Trackpad have an even simpler shortcut.

Apple's own Magic accessories: plug in to pair

1. Plug the keyboard, mouse or trackpad into the Mac with its charging cable.
2. Make sure its power switch is on.
3. Wait a moment. The cable both charges it and pairs it with the Mac automatically.
4. Unplug the cable. It now works wirelessly.

Any other Bluetooth keyboard, mouse or trackpad

1. Turn the device on and put it in pairing mode (usually by holding a button until a light blinks).
2. On the Mac, click the **Apple menu** (the apple in the top-left corner), then **System Settings**.
3. Click **Bluetooth** in the sidebar. You may need to scroll down.
4. When your device appears in the list, hold the pointer over it and click **Connect**.
5. If asked, click **Accept**, or type the numbers shown on the keyboard and press **Return**.

TIP

No working mouse yet?

If you're setting up a desktop Mac and nothing is connected, plug in any USB mouse or keyboard you have (or the Magic accessory's cable) to get started, then pair the wireless one.

When it won't connect

- Check that Bluetooth is on in **System Settings** > **Bluetooth**.
- Turn the keyboard, mouse or trackpad off, then back on.
- Apple notes that if the device's light comes on briefly but doesn't blink, it may already be connected to another Mac nearby. Remove it from that Mac first.

- For Magic accessories, plug them back into the Mac with the cable for a minute — that recharges and re-pairs them in one go.

GOOD TO KNOW

More about the Mac

For the rest of the Mac — settings, updates, files — see our Mac & macOS guide.

CHAPTER 8

Pairing with a Chromebook or an iPad

Chromebooks and iPads both work well with Bluetooth keyboards and mice. An iPad with a keyboard and mouse can feel a lot like a small laptop.

On a Chromebook

1. Put the keyboard or mouse in pairing mode.
2. On the Chromebook, click the **time** in the lower-right corner.
3. Click **Bluetooth** and make sure it's turned on.
4. Choose **Pair new device** (it has a plus sign).
5. Pick your keyboard or mouse from the list and follow any prompts on the screen.

You can also get there through **Settings** > **Bluetooth** > **Pair new device**. Once paired, Google says Bluetooth keyboards and mice reconnect automatically when they're turned on near the Chromebook.

On an iPad

1. Put the keyboard, mouse or trackpad in pairing mode.
2. On the iPad, open **Settings** and tap **Bluetooth**. Make sure it's on.
3. Under the list of other devices, tap your keyboard, mouse or trackpad.
4. If asked, type the code shown on the screen and press **Return**.
5. A round pointer appears on the screen when you move a mouse or touch a trackpad.

Using a mouse or trackpad with an iPad requires iPadOS 13.4 or later — any iPad that's had its updates in recent years is fine.

WHAT THIS DOES FOR YOU

Easier typing on an iPad

Typing a long email on glass is tiring. A small Bluetooth keyboard turns an iPad into a comfortable letter-writer, and a mouse means no more reaching up to tap the screen.

TIP

One keyboard, several devices

Some Bluetooth keyboards can remember two or three devices and switch between them with a button — handy if you use both a computer and an iPad at the same desk. Look for "multi-device" on the box.

CHAPTER 9

Batteries & Charging

Most "it stopped working" calls about wireless keyboards and mice come down to one thing: the battery. A tired battery can cause lag, a jumpy pointer and missed keys long before it dies completely.

Two kinds of power

Type	What to know
Replaceable batteries	Usually AA or AAA. Many keyboards and mice run for months on a set. When it acts up, fresh batteries are the first thing to try.
Built-in rechargeable	Charged with a cable, often USB-C. Plug it in to the computer or a phone charger. Many show a light while charging.

Changing batteries

1. Turn the device off with its switch.
2. Open the battery cover — usually on the bottom. Some mice open by lifting the top shell.
3. Note which way the old batteries face (the flat end goes against the spring).
4. Put in fresh batteries of the same size, matching the + and – marks.
5. Close the cover and turn it back on.

> **TIP**
>
> **Keep a spare set nearby**
>
> A small pack of the right size batteries in the desk drawer saves a trip to the store at the worst moment. Many people find rechargeable AA or AAA batteries worth it for a busy mouse.

Charging a rechargeable model

- Use the cable that came with it, or a standard cable with the same plug.
- Many rechargeable mice can be used while plugged in. Apple's Magic Mouse is an exception: its charging port is on the bottom, so it can't be used while it charges. Plug it in when you take a break.
- A short charge often gives hours of use, so a few minutes over lunch can get you through the day.

HEADS UP

Leaking batteries

If a keyboard or mouse sits unused for months, take the batteries out. Old alkaline batteries can leak and damage the contacts. If you find white crust, don't touch it with bare fingers; throw the batteries away safely and wipe the contacts dry.

WHAT THIS DOES FOR YOU

The cheapest fix

Most of the strange behavior people blame on the computer — a pointer that stutters, letters that don't appear — goes away with a fresh battery. It's the cheapest fix in this whole guide.

PART 3

Choosing Comfortable Gear

Keyboards that are easier to see, keyboards and mice that are kinder to hands and wrists, and what they honestly cost.

CHAPTER 10

Keyboards That Are Easier to See: Large-Print, High-Contrast & Backlit

If you find yourself leaning in to read the letters on the keys, or hunting for the right one in dim light, a different keyboard can make an immediate difference. This is one of the most common comfort changes I suggest.

Large-print keyboards

These have much bigger, bolder letters printed on the keys — often several times the size of a standard keyboard's. The keys themselves are usually normal size, so the typing feels familiar. They come in wired and wireless versions.

High-contrast keyboards

Contrast means how strongly the letter stands out from the key. The most common high-contrast style is **bright yellow keys with bold black letters**. Others use white letters on black keys, or black letters on white keys. Many large-print keyboards are also high-contrast. Try to see one in person, or look closely at photos, and pick the color combination that's easiest for *your* eyes.

Backlit keyboards

A **backlit** keyboard has a light under the keys that makes the letters glow. It's a big help in a dim room or for anyone who types in the evening. Many laptops already have it — look for a key with a small light or keyboard symbol, often used together with the **Fn** key, to turn it up or down.

TIP

A cheaper first step: stick-on labels

Large-print, high-contrast stickers that go on top of your existing keys are sold through low-vision suppliers and general retailers. They're a low-cost way to try the idea on a keyboard or laptop you already own.

What to look for

- Letter color and key color with strong contrast that suits your eyes.
- A layout you're used to — most people are happiest with a standard full-size layout.
- The connection type you want (Chapter 3).
- A matte (not shiny) finish, which reduces glare from lamps and windows.
- If you type at night, backlighting with adjustable brightness.

WHAT THIS DOES FOR YOU

Easier on the eyes

Less squinting, fewer wrong keys, and less neck strain from leaning toward the keyboard. Many people find they type faster and with more confidence within a day or two.

GOOD TO KNOW

Pair it with a bigger pointer and bigger text

A large-print keyboard helps your hands; the screen settings help your eyes. Chapters 14 and 17 show how to make the pointer bigger. For bigger text and other vision help, see our Low Vision Tech guide.

CHAPTER 11

Ergonomic Keyboards for Comfortable Hands & Wrists

"Ergonomic" just means designed to fit the body comfortably. If your wrists, forearms or shoulders ache after typing, an ergonomic keyboard may let your hands rest in a more natural position.

The main shapes

Shape	What it is
Wave or curved	Looks almost like a normal keyboard but with a gentle curve and a built-in cushioned palm rest. The easiest switch for most people because the keys are where you expect.
Split	The keyboard is divided into a left half and a right half, angled apart, so your wrists don't bend outward. Some are one piece with a split in the middle; others are two separate pieces. Takes a week or so to get used to.
Tented	Raised in the middle like a little roof, so your hands rest more on their sides, like a handshake.
Compact (no number pad)	A shorter keyboard without the number pad on the right. It lets the mouse sit closer, so your arm doesn't reach as far.

HEADS UP

Wrists flat, not bent back

Many keyboards have little legs at the back that tilt them up. Tilting the keyboard up can bend your wrists backward. Many people find it more comfortable with the legs folded down and a soft wrist rest in front.

Other easy comfort changes

- A cushioned **wrist rest** in front of the keyboard (and a small one for the mouse).
- Keyboard at elbow height, so your forearms are roughly level.
- Keep the mouse right beside the keyboard, not far out to the side.
- If you do lots of number entry, a separate number pad can live on the other side, or be put away when you're done.
- Take short breaks; stretch your fingers and roll your shoulders.

STAY SAFE

Pain that doesn't go away

A keyboard or mouse can help comfort, but it's not a medical treatment. If you have numbness, tingling, or pain that lasts, talk with your doctor or a physical or occupational therapist. They can also suggest what kind of keyboard or mouse would suit you.

WHAT THIS DOES FOR YOU

Your hands will thank you

A more natural hand position can mean less ache at the end of a long session of email, photos or bill-paying — and more time enjoying the computer instead of resting from it.

CHAPTER 12

Mice for Sore Hands: Vertical Mice, Trackballs & More

The mouse that came with the computer is often small and flat. If your hand, wrist or shoulder complains, there are several very different shapes to try.

The choices

Type	How you use it	Who it may suit
Full-size standard mouse	Like any mouse, but sized to fill your palm.	Anyone whose current mouse feels tiny and cramped.
Vertical mouse	Stands up on its side. You hold it with your hand in a handshake position instead of palm-down.	People with wrist or forearm discomfort. Takes a few days to get used to.
Thumb trackball	Stays still on the desk. Your thumb rolls a ball on the side to move the pointer.	People who find moving the whole arm tiring, or with little desk space.
Finger trackball	A larger ball in the middle that you roll with your fingers or palm.	People with limited thumb movement or shaky hands; some find it steadier.
Big-button or simple mouse	Large, clearly separated buttons; some have fewer buttons.	Anyone who presses the wrong button by mistake.

Features worth looking for

- **Quiet (silent) clicks** — easier on the ears, and on anyone sleeping nearby.
- **Left-handed** versions for many vertical mice, or any symmetrical mouse plus the swap-buttons setting in Chapter 15.
- **Adjustable speed** buttons on some mice, so you can slow the pointer down.
- Size: many ergonomic mice come in a small and a large version. If possible, hold one before buying.

TIP

Too many buttons?

Extra side buttons can be pressed by accident, sending you "back" a page. If that happens, a simpler mouse is a perfectly good choice — or, on some brands, the free app can turn the extra buttons off.

WHAT THIS DOES FOR YOU

Steadier, more comfortable control

The right shape can mean less ache in the wrist and shoulder, steadier control, and fewer accidental clicks. It's a small purchase that you'll feel every day.

FROM BILL

Give it a week

A vertical mouse or a trackball feels odd for the first few days. That's normal. Give it a fair week before deciding — and buy from a store with an easy return policy, in case it just isn't for you.

CHAPTER 13

Shopping Honestly: What It Costs & What to Look For

Keyboards and mice range from a few dollars to a couple of hundred. You don't need the most expensive one to be comfortable. Here are honest ranges, as of November 2026.

Typical price ranges

What	Typical U.S. price range (Nov. 2026)
Basic wired keyboard or mouse	About $10–$25
Basic wireless keyboard-and-mouse set with receiver	About $25–$50
Large-print or high-contrast keyboard	About $15–$90, depending on wired or wireless and backlighting
Ergonomic (curved or split) keyboard	About $50–$180
Vertical mouse	About $25–$100
Trackball	About $30–$130

Prices move with sales, so treat these as a starting point. These ranges come from manufacturer and retailer listings, and they're here to help you budget, not to steer you to any store.

Examples from one well-known maker

To give a sense of the high end of the range, here are list prices on Logitech's U.S. store as of November 2026. Sales are common, and I'm not recommending these over other brands.

Model	List price
Lift (vertical mouse)	$79.99
ERGO M575S (thumb trackball)	$49.99
MX Ergo S (adjustable thumb trackball)	$119.99
Wave Keys (curved keyboard with palm rest)	$69.99
ERGO K860 (split keyboard)	$149.99

Questions to ask before you buy

1. What ports does my computer have — USB-A, USB-C, or both? Does it have Bluetooth?
2. Is this for a Windows PC, a Mac, a Chromebook or an iPad? (Check the box says it works with yours.)
3. Batteries or rechargeable? Which would I rather deal with?
4. Is the store's return policy easy if it doesn't suit my hands?
5. If my eyes are the issue: what color combination is easiest for me to read?

TIP

Try before you buy

If a store has display models, rest your hand on a few mice and type a sentence on a few keyboards. Thirty seconds of trying tells you more than any review.

SCAM ALERT

Too-good-to-be-true deals

Pop-up ads and unfamiliar websites offering famous-brand keyboards or mice at a fraction of the usual price are a common way to steal card numbers or sell counterfeits. Buy from stores you know, or the manufacturer's own website typed in yourself.

PART 4

Pointer & Touchpad Settings on Windows 11

Make the pointer bigger and easier to find, set the speed that suits you, and tame a laptop touchpad.

CHAPTER 14

Make the Mouse Pointer Bigger & Easier to Find (Windows)

Windows' standard pointer is a small white arrow that's easy to lose against a white page. Windows 11 lets you make it much bigger and change its color. This is one of the most helpful settings in this whole guide.

Make the pointer bigger and change its color

1. Click **Start**, then **Settings**. (Or press the **Windows** key and **U** together to jump straight to Accessibility.)
2. Click **Accessibility**, then **Mouse pointer and touch**.
3. Under **Mouse pointer style**, pick white, black, inverted (which changes color depending on what's behind it), or the custom option with a bright color.
4. If you chose the custom option, pick one of the recommended bright colors, or click **Choose another color**.
5. Drag the **Size** slider to the right until the pointer is easy to see. The change happens right away.

> TIP
> **Try a bright color**
> A bright lime green or yellow pointer, at a size of 3 or 4 on the slider, stands out on almost every web page. You can always move it back.

Press Ctrl to find the pointer

This older setting draws a shrinking circle around the pointer whenever you tap the **Ctrl** key — perfect for those "where did it go?" moments.

1. Click **Start** > **Settings** > **Bluetooth & devices** > **Mouse**.
2. Scroll down to **Related settings** and click **Additional mouse settings**. A small window called **Mouse Properties** opens.
3. Click the **Pointer Options** tab.
4. Under **Visibility**, check **Show location of pointer when I press the CTRL key**.
5. Click **OK**. Now tap **Ctrl** and watch for the circle.

WHAT THIS DOES FOR YOU

No more hunting

No more wiggling the mouse back and forth hunting for a tiny arrow. A bigger, brighter pointer and the Ctrl trick save a little frustration many times a day.

GOOD TO KNOW

Lost pointer on a laptop with two screens?

If a TV or second monitor is connected, the pointer may have wandered onto that screen. Move the mouse toward the edge where the other screen is, then back. For more on Windows itself, see our Windows 11 guide.

CHAPTER 15

Pointer Speed, Double-Click, Scrolling & Left-Handed Setup (Windows)

If the pointer races across the screen, or a double-click never seems to work, a couple of sliders fix it. These are all in one place.

Open the mouse settings

1. Click **Start** > **Settings**.
2. Click **Bluetooth & devices**, then **Mouse**.

What each setting does

Setting	What it does
Primary mouse button	Choose **Left** or **Right**. Pick Right if you use the mouse with your left hand, so the button under your index finger is still the main one.
Mouse pointer speed	A slider. Move it left to slow the pointer down — good for shaky hands or precise work — or right to speed it up.
Scrolling	Choose whether the wheel moves **multiple lines at a time** or **one screen at a time**, and use the slider to set how many lines each notch of the wheel moves.
Scroll inactive windows	When on, the wheel scrolls whatever window the pointer is over, even if you haven't clicked it.
Scrolling direction	Lets you reverse which way the page moves when you roll the wheel.

TIP

If pages jump too far when you scroll

Drag the lines-to-scroll slider down to 1 or 2. Reading long pages becomes much calmer.

Slow down the double-click

If folders don't open when you double-click, your two clicks may be a little too slow for Windows. You can give yourself more time.

1. In **Settings** > **Bluetooth & devices** > **Mouse**, scroll to **Related settings** and click **Additional mouse settings**.
2. Stay on the **Buttons** tab.

3. Under **Double-click speed**, drag the slider toward **Slow**.
4. Double-click the little folder picture next to the slider to test it. It opens or closes when Windows counts it as a double-click.
5. Click **OK**.

WHAT THIS DOES FOR YOU

At your pace

A pointer that moves at your pace and double-clicks that work the first time make every task smoother — and you stop blaming yourself for what was really just a setting.

GOOD TO KNOW

Double-clicking isn't always needed

In web pages and most menus, a single click is enough. Double-click is mainly for opening files, folders and programs on the desktop or in File Explorer.

CHAPTER 16

Taming a Laptop Touchpad (Windows): Tap-to-Click, Gestures & Turning It Off

Laptop touchpads can be touchy. A palm brushing the pad while typing can make the pointer jump and drop your text in the wrong spot. Windows gives you good control over it.

Open the touchpad settings

1. Click **Start** > **Settings**.
2. Click **Bluetooth & devices**, then **Touchpad**.

Turn off tap-to-click

With **tap-to-click** on, a light tap on the touchpad counts as a click. It's handy for some people and maddening for others, because accidental taps click things you didn't mean to.

1. On the **Touchpad** page, open the **Taps** section.
2. Uncheck **Tap with a single finger to single-click**. Now you'll need to press the touchpad down (or its buttons) to click.
3. While you're there, try the **Touchpad sensitivity** choice. A less sensitive setting helps ignore light, accidental touches from your palm while typing.

Turn the touchpad off completely

If you always use a mouse with your laptop, you can switch the touchpad off so it never gets in the way. At the top of the **Touchpad** page, turn the **Touchpad** switch to **Off**. Turn it back on the same way.

HEADS UP

Keep a mouse handy before you switch it off

If you turn the touchpad off and then the mouse battery dies, you'll need the keyboard to turn it back on. Press the **Windows** key, type **touchpad**, press **Enter**, then use the **Tab** key and **Spacebar** to flip the switch. Many laptops also have a function key with a touchpad symbol that turns it on and off.

Handy touchpad gestures

To do this	Do this
Scroll	Slide two fingers up or down, like a scroll wheel.
Zoom in or out	Pinch two fingers together or spread them apart.
See all open windows	Swipe up with three fingers.
Show the desktop	Swipe down with three fingers.
Switch between open apps	Swipe left or right with three fingers.
Right-click	Tap with two fingers, or press the lower-right corner of the pad.

On the same Touchpad page, the three- and four-finger gesture sections let you change what each swipe does, using the drop-down menus — handy if a swipe keeps surprising you.

WHAT THIS DOES FOR YOU

No more surprises

No more cursor leaping into the middle of a sentence while you type, and no more surprise clicks. The touchpad does what you want and nothing else.

PART 5

Pointer & Trackpad Settings on Mac, Chromebook & iPad

The same comfort settings on Apple computers, Chromebooks and iPads.

CHAPTER 17

Make the Mac Pointer Bigger & Shake to Find It

The Mac pointer is a small black arrow with a white outline. macOS lets you make it larger, change its colors, and make it grow for a moment when you can't find it.

Open the pointer settings

1. Click the **Apple menu** (top-left corner), then **System Settings**.
2. Click **Accessibility** in the sidebar.
3. Click **Display**, then scroll down to the **Pointer** section.

What you can change

Setting	What it does
Shake mouse pointer to locate	Turn this on and the pointer briefly grows large when you quickly wiggle the mouse or your finger on the trackpad. Wonderful for finding it fast.
Pointer size	Drag the slider until the pointer is easy to see.
Pointer outline color	Click the color box to choose a color for the pointer's edge.
Pointer fill color	Click the color box to choose a color for the inside of the pointer.
Reset	Puts the colors back to the standard white outline and black fill.

TIP

A combination that stands out

A slightly larger pointer with a bright outline (red or yellow, for example) is easy to spot on both light and dark pages. Try a few — you can always reset.

WHAT THIS DOES FOR YOU

Find it in a flash

You spend less time searching the screen and more time doing what you came to do. Shake-to-find alone ends most "where did it go?" moments.

GOOD TO KNOW

Labels can differ slightly

Apple occasionally renames things between macOS versions. If a label on your Mac looks a little different, it'll be close by in the same section. Our Mac & macOS guide covers updating your Mac.

CHAPTER 18

Mac Mouse & Trackpad Settings: Speed, Scrolling & Tap to Click

A Mac has separate settings pages for a mouse and for a trackpad (the built-in one on a MacBook, or Apple's Magic Trackpad). A few comfort settings live under Accessibility.

Mouse settings

1. Click the **Apple menu** > **System Settings**.
2. Click **Mouse** in the sidebar. (It appears when a mouse is connected.)
3. Drag **Tracking speed** to set how fast the pointer follows the mouse.
4. **Natural scrolling**: when on, the page moves the same direction as your finger, like on a phone. Turn it off if scrolling feels "backward" to you.

Trackpad settings

1. Click the **Apple menu** > **System Settings**, then **Trackpad**.
2. Click **Point & Click** at the top.
3. **Tracking speed**: how fast the pointer moves as your finger slides.
4. **Click**: how hard you have to press to click (light, medium or firm).
5. **Tap to click**: when on, a light one-finger tap counts as a click. Turn it off if you get accidental clicks.
6. **Force Click and haptic feedback**: lets a firmer press do extra things, like look up a word. Turn it off if it surprises you.

> GOOD TO KNOW
>
> **Not every option shows on every Mac**
>
> Apple notes that depending on your Mac or trackpad, you'll see only some of these options. That's normal.

Double-click speed and scroll speed

1. Click the **Apple menu** > **System Settings** > **Accessibility**.
2. Click **Pointer Control**.
3. Drag **Double-click speed** toward the slow end if double-clicks don't always register.
4. Click **Mouse Options** or **Trackpad Options** to adjust **Scroll speed**.

WHAT THIS DOES FOR YOU

Calmer computing

A pointer that moves at a comfortable pace, scrolling that goes the way your brain expects, and no surprise clicks. The Mac feels calmer to use.

TIP

Key repeat too, while you're here

If letters repeat when you hold a key a little too long, see Chapter 23 for the Mac's **Delay until repeat** setting.

CHAPTER 19

Chromebook & iPad Pointer Settings

Chromebooks and iPads have their own comfort settings for mice, touchpads and trackpads. Menu names shift a little between versions, but the ideas are the same as on Windows and Mac.

Chromebook: speed, tap-to-click and swapping buttons

1. Click the **time** in the lower-right corner, then the **Settings** gear.
2. Look under **Device** for **Touchpad** or **Mouse** (on some versions, **Touchpad and mouse**).
3. Turn **Tap-to-click** on or off.
4. Use the **Touchpad speed** or **Mouse speed** slider to slow the pointer down or speed it up.
5. Left-handed? Turn on the option to swap the primary mouse button.

Chromebook: a bigger, more colorful cursor

Google puts cursor size and color under **Settings** > **Accessibility**, in the **Cursor and touchpad** section. You can make the cursor larger with a slider and choose a cursor color. The exact wording varies a little between Chromebook versions.

iPad: pointer speed

1. Open **Settings** and tap **General**.
2. Tap **Trackpad & Mouse** (it's labeled **Trackpad** when only a trackpad is connected).
3. Drag **Tracking Speed** to suit you.

iPad: a bigger, easier-to-see pointer

1. Open **Settings** > **Accessibility** > **Pointer Control**.
2. Drag **Pointer Size** to make the round pointer larger.
3. Turn on **Increase Contrast** for a darker pointer, and use **Color** to add a colored edge.
4. Turn off **Pointer Animations** if the way the pointer snaps onto buttons is distracting.
5. Adjust **Scrolling Speed** if pages move too fast.

WHAT THIS DOES FOR YOU

Comfort everywhere

Whatever device you use, you can get a pointer that's easy to see and moves at your pace. The same comfort, everywhere you sit down.

TIP

One step at a time

Change one setting, use the device for a day, then decide. It's easier to tell what helped that way.

PART 6

Keyboard Helpers & Shortcuts

Built-in features that make typing easier, keyboards on the screen, moving the pointer with keys, and the shortcuts worth knowing.

CHAPTER 20

Sticky Keys, Filter Keys & Slow Keys: Typing Made Easier

Windows and Mac both include free helpers for anyone who finds it hard to press two keys at once, or whose fingers sometimes linger or bounce on the keys. They're built in — nothing to buy.

What each helper does

Helper	What it does
Sticky Keys (Windows & Mac)	Lets you press shortcut keys one at a time instead of together. For example, press **Ctrl**, let go, then press **C** — it works as if you'd held both.
Filter Keys (Windows)	Tells the keyboard to ignore very brief or repeated key presses. Helpful for hand tremors or when you accidentally type letters twice.
Slow Keys (Mac)	Adds a short delay between pressing a key and the Mac accepting it, so quick accidental bumps are ignored.

Turn them on in Windows 11

1. Press the **Windows** key and **U** together, or click **Start** > **Settings** > **Accessibility**.
2. Under **Interaction**, click **Keyboard**.
3. Turn on **Sticky keys** or **Filter keys**. Click the arrow next to each one for finer options.

Turn them on on a Mac

1. Click the **Apple menu** > **System Settings** > **Accessibility**.
2. Click **Keyboard**.
3. Turn on **Sticky Keys** or **Slow Keys**. The small info button next to each has more options, such as a beep when a key is accepted.

HEADS UP

Turned on by accident? Here's why

These helpers have keyboard shortcuts, and they're easy to trigger without meaning to. Pressing **Shift** five times in a row turns Sticky Keys on or off (on both Windows and Mac). On Windows, holding the **right Shift** key for eight seconds turns Filter Keys on or off. If your keyboard suddenly beeps or seems to ignore keys, that's very likely what happened — Chapter 23 shows how to check.

WHAT THIS DOES FOR YOU

Typing without struggle

Shortcuts like copy and paste become one-finger jobs, and shaky or lingering fingers stop producing "tthhee". Typing feels less like a test of dexterity.

TIP

A quick on/off panel on the Mac

On a Mac, pressing **Option**, **Command** and **F5** together opens a small Accessibility Shortcuts panel where you can turn Sticky Keys, Slow Keys and the on-screen Accessibility Keyboard on or off.

CHAPTER 21

On-Screen Keyboards & Mouse Keys

Sometimes a physical keyboard or mouse isn't working, or isn't comfortable at all. Both Windows and Mac can show a keyboard on the screen that you click with the mouse, and Windows can move the pointer with the number keys.

The Windows On-Screen Keyboard

1. Press the **Windows** key, **Ctrl** and **O** together. The keyboard appears on the screen.
2. Or go to **Start** > **Settings** > **Accessibility** > **Keyboard** and turn on **On-Screen Keyboard**.
3. Click the keys with the mouse to type. Close it with the **X** in its corner, or the same shortcut.

> TIP
> **A lifesaver when a key breaks**
> If one key on the keyboard stops working — or the whole keyboard dies in the middle of something — the on-screen keyboard lets you finish a password or a message until a replacement arrives.

The Mac Accessibility Keyboard

1. Click the **Apple menu** > **System Settings** > **Accessibility** > **Keyboard**.
2. Turn on **Accessibility Keyboard**. A keyboard appears on the screen that you can click with the mouse or trackpad.
3. The info button next to it lets you change how it looks and whether it fades when you're not using it.

Mouse Keys on Windows: move the pointer with the number pad

Mouse Keys lets the number pad on the right of a full-size keyboard move the pointer — up, down, left, right and diagonally — and click. It's useful if moving a mouse is hard, or the mouse has stopped working.

1. Click **Start** > **Settings** > **Accessibility**.
2. Under **Interaction**, click **Mouse**.
3. Turn on **Mouse keys**. Options below it let you set how fast the pointer moves.

4. The shortcut **Left Alt** + **Left Shift** + **Num Lock** also turns Mouse Keys on or off.

GOOD TO KNOW

Chromebooks have helpers too

Chromebooks include accessibility features under **Settings** > **Accessibility**, including their own Mouse keys feature. Google's Chromebook Help describes each one.

WHAT THIS DOES FOR YOU

Never stuck

You're never stuck. If a keyboard or mouse fails, or a hand is sore for a few weeks, there's always another way to type and point.

CHAPTER 22

Keyboard Shortcuts Worth Knowing

A keyboard shortcut is a combination of keys that does something instantly — no hunting through menus. You don't need dozens. These few save the most time and trouble. Hold the first key, tap the second, then let go of both (or use Sticky Keys from Chapter 20).

The everyday five

What it does	Windows	Mac
Copy what's selected	**Ctrl** + **C**	**Command** + **C**
Paste	**Ctrl** + **V**	**Command** + **V**
Undo the last thing (a lifesaver)	**Ctrl** + **Z**	**Command** + **Z**
Redo	**Ctrl** + **Y**	**Shift** + **Command** + **Z**
Search the computer	Press the **Windows** key and start typing	**Command** + **Space bar** (Spotlight)

Handy on Windows

Keys	What happens
Windows + L	Locks the computer right away. Handy when you step away.
Windows + D	Shows the desktop; press again to bring your windows back.
Windows + U	Opens the Accessibility settings.
Windows + Ctrl + O	Opens the On-Screen Keyboard.

TIP

Undo is your best friend

Deleted a paragraph by mistake? Dragged a file to the wrong folder? Press **Ctrl** + **Z** (or **Command** + **Z** on a Mac) right away. It works in most programs, often several steps back.

WHAT THIS DOES FOR YOU

Fewer mistakes

Fewer trips with the mouse, less precise clicking, and a quick way out of mistakes. Even learning just copy, paste and undo makes the computer feel more forgiving.

TIP

Keep a little list

Write the three or four shortcuts you use most on a sticky note beside the keyboard until they become habit — usually just a week or two.

PART 7

Care, Trouble & Safety

What to do when it stopped working, how to clean it without harm, and download scams to avoid.

CHAPTER 23

When It Stopped Working: Lag, Jumpy Pointer, Repeating Keys & More

Keyboards and mice fail in a handful of familiar ways, and most have simple fixes. Find the problem that matches yours and work down the list in order — the easy fixes come first.

Start here, whatever the problem

1. **Batteries or charge.** Put in fresh batteries or charge it. This fixes more problems than anything else.
2. **On/Off switch.** Make sure it's on. Turn it off and back on.
3. **Restart the computer.** It clears up a surprising number of glitches.
4. **Try another USB port** for a wired model or receiver.

The pointer lags, stutters or jumps

- Weak battery is the most common cause — start there.
- Move the receiver closer, or to a front USB port. Logitech notes that USB 3.0 ports and USB 3.0 drives plugged in nearby can interfere with 2.4 GHz wireless receivers. Move the receiver to a port farther away, or use a short USB extension cable to bring it closer to the mouse.
- Look under the mouse. A hair or speck of dust over the light sensor can make the pointer jump. Wipe it gently.
- Glass, mirrored or very shiny desks confuse many mice. Use a plain mouse pad.
- On a laptop, your palm brushing the touchpad can make the cursor leap. See Chapter 16.

Keys repeat, or letters type twice

- Crumbs or dust under a key can make it stick. See Chapter 24 for safe cleaning.
- On Windows, Filter Keys (Chapter 20) can ignore accidental double presses. You can also give yourself more time before a held key starts repeating: press the **Windows** key and **R**, type **control keyboard**, press **Enter**, and on the **Speed** tab drag **Repeat delay** toward **Long**.
- On a Mac, go to **System Settings** > **Keyboard** and drag **Delay until repeat** toward the long end, or slow the **Key repeat rate**.

The keyboard beeps, or keys seem ignored

That's usually Sticky Keys or Filter Keys switched on by accident (Chapter 20). On Windows, check **Settings** > **Accessibility** > **Keyboard**. On a Mac, check **System Settings** > **Accessibility** > **Keyboard**. Turn off whatever you didn't mean to turn on.

Numbers won't type, or letters type numbers

- Number pad moving the cursor instead of typing numbers? Press **Num Lock**.
- Everything in CAPITALS? Press **Caps Lock**.
- On some laptops, letters like J, K and L type numbers when a built-in number lock is on. Press **Fn** and **Num Lock** (or **NumLk**) to turn it off.

It won't pair, or it paired and then stopped

1. Turn Bluetooth off and back on on the computer or tablet.
2. Remove (or "forget") the device in the Bluetooth settings, then pair it again from the start (Chapter 6 for Windows, Chapter 7 for Mac, Chapter 8 for Chromebook and iPad).
3. Make sure it isn't connected to another computer, tablet or phone nearby.
4. Put fresh batteries in — a low battery can stop pairing even when the light comes on.

TIP

Test it on another computer

If you have a second computer or a tablet, try the keyboard or mouse there. If it fails there too, it's the device. If it works there, the problem is the first computer's settings or port.

WHAT THIS DOES FOR YOU

Fixed in minutes

Most of these fixes take under five minutes and cost nothing — and you'll know when it's honestly time for a replacement rather than guessing.

FROM BILL

Still stuck?

If you've worked through this list and it's still misbehaving, call me at (330) 200-8042. I can often spot the cause over a quick remote session.

CHAPTER 24

Cleaning Your Keyboard, Mouse & Trackpad Safely

Keyboards and mice are among the most-touched things in the house. A gentle cleaning keeps them working well and more pleasant to use. Here's how to do it without harming them.

Before you start

1. Turn the device off, or unplug it from the computer. For a laptop, shut it down and unplug the charger.
2. Take out any removable batteries if you'll be cleaning near the battery area.
3. Have a soft, lint-free cloth ready (the kind sold for eyeglasses works well).

Wiping it down

- Lightly dampen the cloth with water. Wring it out well — it should be damp, not wet.
- Wipe the keys, the mouse, or the trackpad surface gently.
- For disinfecting, Apple says a **70 percent isopropyl alcohol wipe** may be used to gently wipe hard, nonporous surfaces like a keyboard.
- Never spray anything directly onto the device. Put cleaner on the cloth instead.
- Keep moisture out of openings and gaps between keys.
- Avoid bleach, aerosol sprays and anything abrasive.
- Don't submerge a keyboard or mouse in water or cleaner.

Crumbs under the keys

- Turn the keyboard upside down over a wastebasket and tap it gently. Many crumbs fall right out.
- A soft, clean brush (a new makeup brush or small paintbrush) can sweep between keys.
- Check your keyboard maker's instructions before using compressed air or removing keys. Some keys don't pop back on easily, and laptop keys especially can break.

HEADS UP

Spilled something?

Turn the keyboard off or unplug it right away (shut down a laptop). Turn it upside down to drain, and let it dry completely — at least a day — before trying it. Sugary drinks often leave keys sticky even after drying; a separate keyboard is often cheaper to replace than to repair, but a laptop spill is worth a call.

WHAT THIS DOES FOR YOU

Cleaner and nicer to use

Keys that press cleanly, a pointer that tracks smoothly, and a little less sharing of germs around the house.

CHAPTER 25

Driver Downloads, Fake Support & Other Scams to Avoid

Keyboards and mice don't attract many scams on their own. But a few tricks show up when people search the web for help with a mouse or keyboard problem, and they're worth knowing.

You usually don't need to download anything

Windows, Mac, Chromebook and iPad recognize ordinary keyboards and mice on their own. You plug in or pair, and they work. Optional apps like Logitech's Logi Options+ only add extras, like changing what buttons do.

SCAM ALERT

Fake "driver download" and "driver updater" sites

Search for help with a mouse and you may see ads or websites offering a "driver" or a "driver updater" that will "fix" it. Some bundle unwanted software, nag you to pay, or show fake warnings. If a manufacturer's app is truly needed, type the maker's address (like **logitech.com**) into your browser yourself and get it there.

SCAM ALERT

Fake tech-support phone numbers

Searching "mouse not working help" can turn up ads with phone numbers that look official but aren't. Real companies won't call you out of the blue, ask you to install remote-control software, or ask for gift cards. If someone does, hang up.

SCAM ALERT

Pop-ups that say your keyboard or computer is infected

A full-screen warning with a phone number and an alarm sound is a scam, not your computer. Don't call. Close the browser; if it won't close, restart the computer. Our Pop-Ups & Fake Virus Alerts guide walks through it.

Safe habits

- Get any keyboard or mouse app only from the manufacturer's own website, typed in yourself.
- Be cautious with "Sponsored" search results when looking for support.
- Never let someone you don't know take control of your computer.
- When in doubt, stop and call someone you trust.

WHAT THIS DOES FOR YOU

Safe and sound

You'll fix the problem without picking up unwanted software or handing a stranger access to your computer — and you'll know which offers to ignore.

GOOD TO KNOW

Been caught already?

If you already let someone into your computer or paid for a fake fix, don't be embarrassed — it happens to careful people. See our I Think I've Been Scammed guide, and call your bank if you paid by card.

PART 8

When to Call Bill & Your Cheat-Sheet

An honest word about when a hand is worth it, and a one-page summary to keep by the computer.

CHAPTER 26

When to Call Bill

I've written this guide so you can handle almost everything about keyboards and mice yourself. But part of being helpful is being honest about when a hand saves you time and worry. Here's my straight advice, with no pressure.

Times it's well worth a call

- **Choosing comfortable gear** — I can look at how you sit and work and suggest what's worth trying, without selling you anything.
- **Setting up a new keyboard and mouse** and tuning the pointer, scrolling and touchpad so they suit your hands and eyes.
- **A Bluetooth device that keeps dropping** or won't pair after you've tried the pairing steps and Chapter 23.
- **A laptop keyboard that stopped working** or had a spill — that can be a bigger repair.
- **Setting up a whole comfortable workspace**: large-print keyboard, bigger pointer, bigger text and a larger screen all working together.
- **You let a stranger into your computer** or downloaded a "driver fixer" you're unsure about.
- **You'd simply rather have a patient person do it** and show you. That's always reason enough.

What working with me is like

I work at your pace — no rushing, no talking down and no jargon. I explain what I'm doing in plain words, and I'll tell you honestly when an inexpensive keyboard will do the job just as well as a pricey one. I bring 30+ years of professional experience to every visit, and Bill's Home Tech serves Portage County, Ohio. Many settings can be done over a remote session; choosing and setting up new gear is often easiest in your home.

FROM BILL

How to reach me

Call **(330) 200-8042**, or book a time at **billshometech.com/book**. My help is **$49 remote · $99 in your home**. This guide is free to keep and share.

GOOD TO KNOW

You may meet Sophie first

When you call or visit billshometech.com, you may be greeted by **Sophie**, my AI receptionist. She can answer quick questions and help you book a time with me. A real person — me — does the actual help.

Thank you for taking the time to make your computer more comfortable. Small changes to the things you touch every day really do add up.

— Bill

CHAPTER 27

Your Keyboard & Mouse Cheat-Sheet

The whole guide, boiled down. Keep it by the computer.

The essentials

To do this	Do this
Pair on Windows 11	**Settings** > **Bluetooth & devices** > **Add device** > **Bluetooth**.
Pair on a Mac	**System Settings** > **Bluetooth**, hold the pointer over the device, **Connect**.
Bigger pointer (Windows)	**Settings** > **Accessibility** > **Mouse pointer and touch** > **Size**.
Bigger pointer (Mac)	**System Settings** > **Accessibility** > **Display** > **Pointer size**.
Find the pointer	Windows: turn on the Ctrl locator (Chapter 14). Mac: shake the mouse.
Pointer speed (Windows)	**Settings** > **Bluetooth & devices** > **Mouse**.
Tap-to-click off (Windows)	**Settings** > **Bluetooth & devices** > **Touchpad** > **Taps**.
Tap to click off (Mac)	**System Settings** > **Trackpad** > **Point & Click**.
Sticky Keys	Press **Shift** five times to turn on or off.
On-screen keyboard (Windows)	**Windows** + **Ctrl** + **O**.
Undo a mistake	**Ctrl** + **Z** (Windows) or **Command** + **Z** (Mac).

Write it down once

Keep handy	
Keyboard brand and model	_____
Mouse brand and model	_____
Connection (wired, receiver, Bluetooth)	_____
Battery size (AA, AAA, rechargeable)	_____
Receiver type (Logi Bolt, Unifying, other)	_____
Where I bought it / return deadline	_____

When something's wrong, in order

1. Fresh batteries or a charge.
2. Switch it off and on.
3. Try another USB port, or move the receiver closer.
4. Restart the computer.
5. For Bluetooth: remove the device and pair it again.
6. Check that Sticky Keys or Filter Keys didn't get turned on by accident.
7. Call Bill at (330) 200-8042 — that's what I'm here for.

Comfort and safety habits

- Wrists flat, mouse close to the keyboard, keyboard near elbow height.
- A pointer you can see easily, at a speed that suits you.
- Keep spare batteries in the drawer.
- Clean with a damp, lint-free cloth — never spray directly.
- Download keyboard and mouse apps only from the maker's own website.