

TROUBLESHOOTING STEPS:

- Clean the sensor with alcohol.
- Test the mouse on a different surface/mousepad.
- Disable "Enhance pointer precision" in your mouse properties
 1. Control Panel > Mouse
 2. Pointer Options > Uncheck Enhance pointer precision
- Test the mouse on a different Hz. Make sure the mouse is UNPLUGGED.
 - a) 125 Hz: Hold mouse 4+5 and plug the mouse into USB.
 - b) 500 Hz: Hold mouse 5 and plug the mouse into USB.
 - c) 1,000 Hz: Hold mouse 4 and plug the mouse into USB. (Only do this if you have previously changed to 125 or 500 Hz).
- Change LOD settings. Follow the steps below:
 - a) If you feel the lift-off distance is too low:
 - Please disconnect the mouse and hold down M4 + M1 + M2 and then connect the mouse through USB
 - b) If you feel the lift-off distance is too high:
 - Please disconnect the mouse, hold down M4 + M1 and then connect the mouse through USB
 - c) If you want to back to standard setting:
 - Please disconnect the mouse, hold down M5 + M1 and then connect the mouse through USB
- Reinstall the mouse driver
 1. Control Panel > Mouse > Device Manager
 2. Expand Mice and other pointing devices > Right click HID-compliant mouse and select uninstall
 3. After that is done, restart your PC.