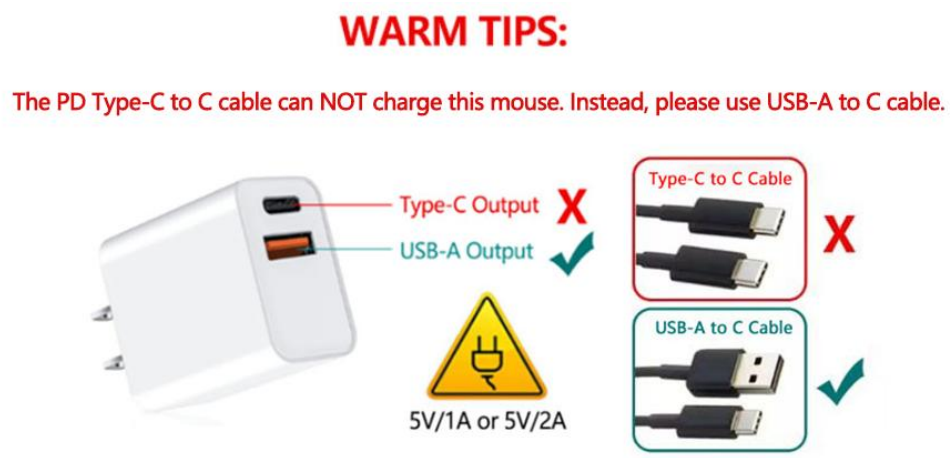
Q1: Battery Issue. My mouse is not charging, how can I fix it?

A: Please try using a different USB-A to USB-C charging cable. Please note that the Type-C to C charging cable cannot charge this mouse. Instead, use the USB-A to C charging cable included in our package.



Q2: Scroll Wheel Issue. The scroll wheel on my mouse has stopped working or is jumping. What should I do?

A: Firstly, try re-inserting the USB receiver into another USB port on your computer. Then, turn off and on the mouse's power switch, press and hold all three buttons on the mouse for 5 seconds. You can also test the mouse with another device, such as a PC or laptop, to see if it works properly.

Q3: Mouse Stopped Working. How can I fix it?

A: Here are some steps you can follow:
1. Check if the mouse battery is fully charged. Remember to use the **USB-A to C** charging cable included in our package.

2. Try using the mouse with another device to determine if it functions properly.

3. If the issue persists even with a fully charged battery, restore the factory settings by following these steps:
- Re-insert the USB receiver into a different USB port on your computer.
- Turn on the power switch.
- Press and hold the left, right buttons, and 3D wheel simultaneously for 3 seconds, then release the buttons.

Our Lekvey mouse comes with a two-year warranty for replacement or refund, as well as lifetime technical support. If these steps don't solve the issue, please contact us at our customer service EMAIL: **Support.Lekvey@foxmail.com** for further assistance. We are here to help you promptly!