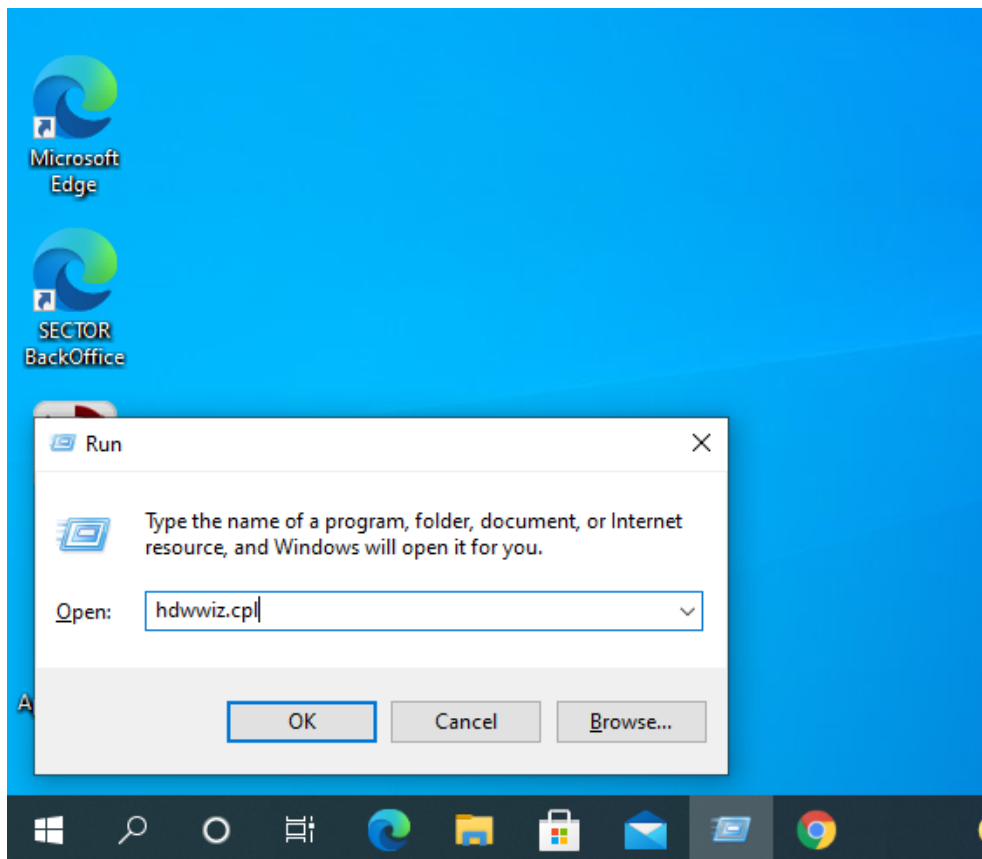


Topic: MS Serial Mouse driver issue, also known as “Crazy Mouse”

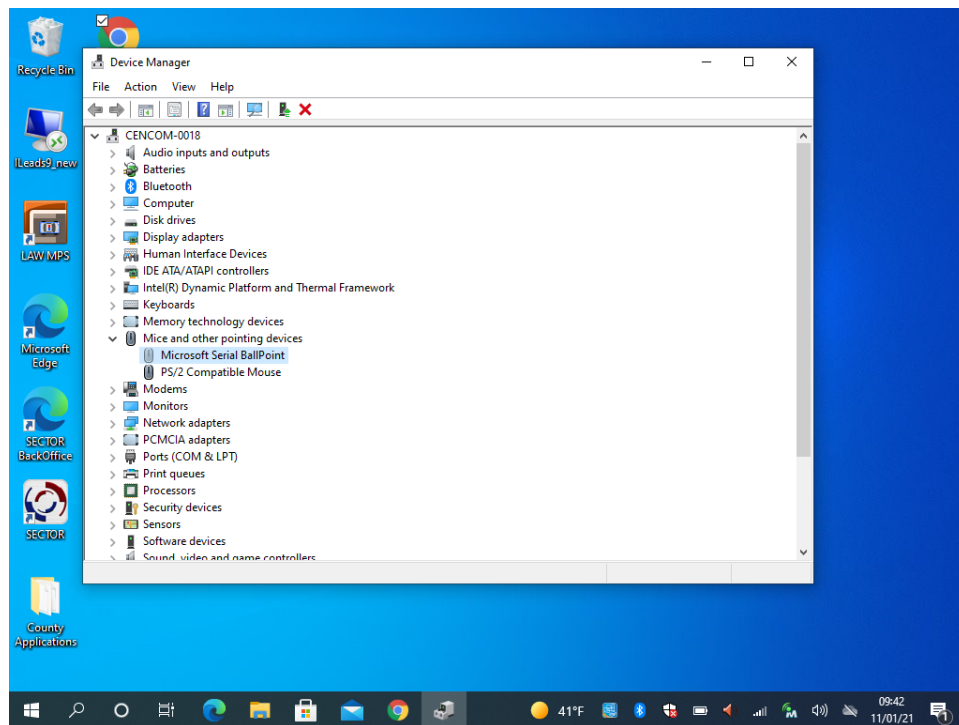
Issue: Mouse cursor jumps around screen, clicking on things at random, and cannot be controlled by the touchpad.

This is a well-known issue with these machines. Sometimes the MCT mistakes the GPS port for one of the old serial ball mice and it causes what we call "crazy mouse." You may be able to resolve it by doing the following (using the touchscreen is your best bet for clicking on things):

- Press the Windows Key and R at the same time to bring up the Run box
- Type in `hdwwiz.cpl` to bring up device manager. If it asks if you want to allow the program to make changes, click yes.



- In device manager open up "Mice and other pointing devices"



- Use the touch screen to long press on "Microsoft Serial BallPoint" which should bring up a list of options. Select "Disable device" from the list, and choose "yes" when it asks if you really want to disable it.
- If long pressing doesn't work, you can also double click on "Microsoft Serial BallPoint" to open it up, choose "Driver" on the top bar, and hit "Disable Device."

If this doesn't work or you'd rather bring it in, please give us a call at 360-307-5965 to schedule a time to come in. It usually only takes a few minutes to resolve, so we can do it while you wait, as long as someone is available.