



December 7, 2019

Keyboard or Mouse not working in Windows 10

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If your **Keyboard or Mouse is not working in Windows 10** after a recent update or upgrade, here are a few things you could try to fix the issue. Sometimes simply restarting the computer or disconnecting and reconnecting the mouse or keyboard can help, If it does not then this post offers some troubleshooting suggestions that may help you.

Keyboard or Mouse not working in Windows 10

If you have a touchscreen monitor or laptop, you can keep using your Windows PC without a mouse or keyboard, and it also makes troubleshooting easier. If you do not have a touchscreen monitor or Windows PC, and your mouse and your keyboard have stopped working in Windows 10, it makes things a bit difficult. You may need to [use the on-screen keyboard](#). Read our post on [how to use the Windows computer without a](#)



Read: [How to log into a Windows computer without Keyboard.](#)

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If your Keyboard or Mouse not working in Windows 10, first check if you need to **change the battery**; and then try these suggestions:



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1. Use the keyboard/mouse with a different computer
2. Check the Bluetooth/Wi-Fi connection
3. Check the cable of cabled keyboard and mouse
4. Perform Clean Boot
5. Check the Device Driver
6. Run the Keyboard Troubleshooter
7. Disable Hybrid shutdown
8. Check Bluetooth keyboard settings
9. Check USB Hub
10. Disable Filter Keys
11. Mouse Pointer lags.

Let us see this in detail.

1] Use the keyboard/mouse with a different computer



-

Check if your connections are working fine. Many times, the Bluetooth receiver of your keyboard and mouse stops working. If that happens, you won't be able to use the peripherals with your PC.

2] Check the cable of cabled keyboard and mouse

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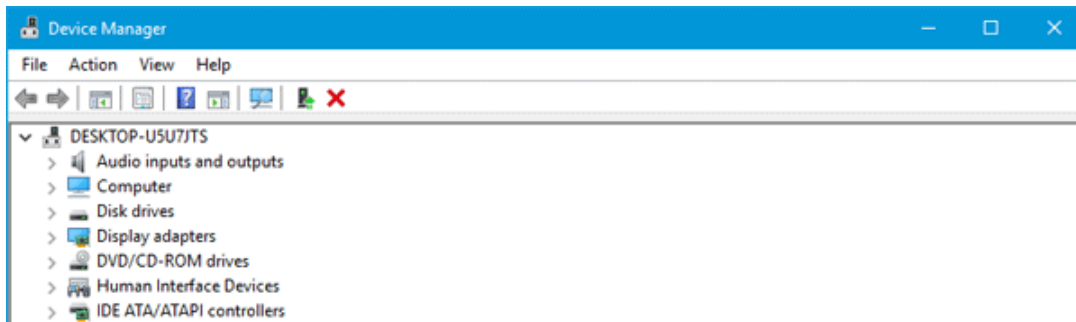


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4] Perform Clean Boot

Clean Boot is probably the easiest way to fix various driver or software related issues. Start in [Clean Boot State](#) and check if they are working or not – and then troubleshoot manually by trial and error method.

5] Check the Device Driver



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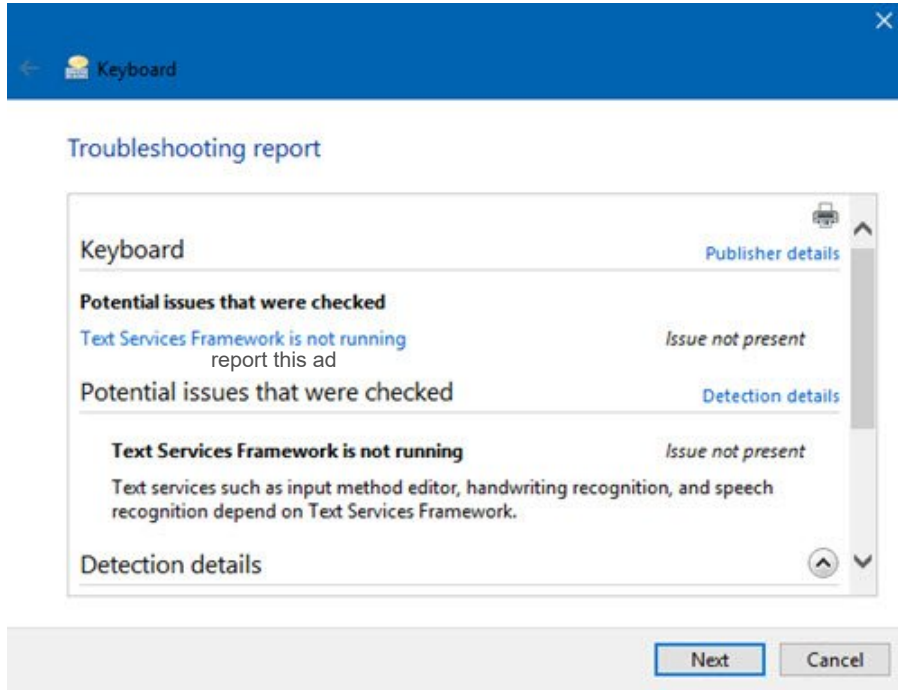


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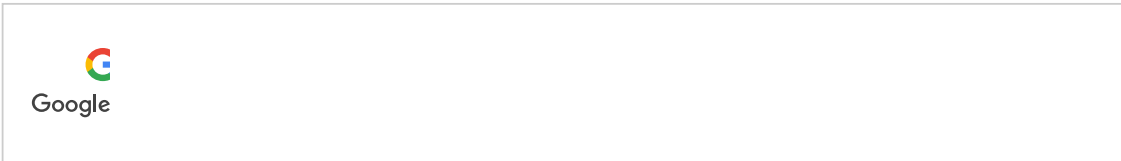
using older models, they may need some 3rd-party software or driver to be installed. You can use the Device Manager for this purpose. (X)

6] Run the Keyboard Troubleshooter



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Open the [Troubleshoot page in Windows 10 Settings](#) and run the Keyboard Troubleshooter.



7] Disable Hybrid shutdown

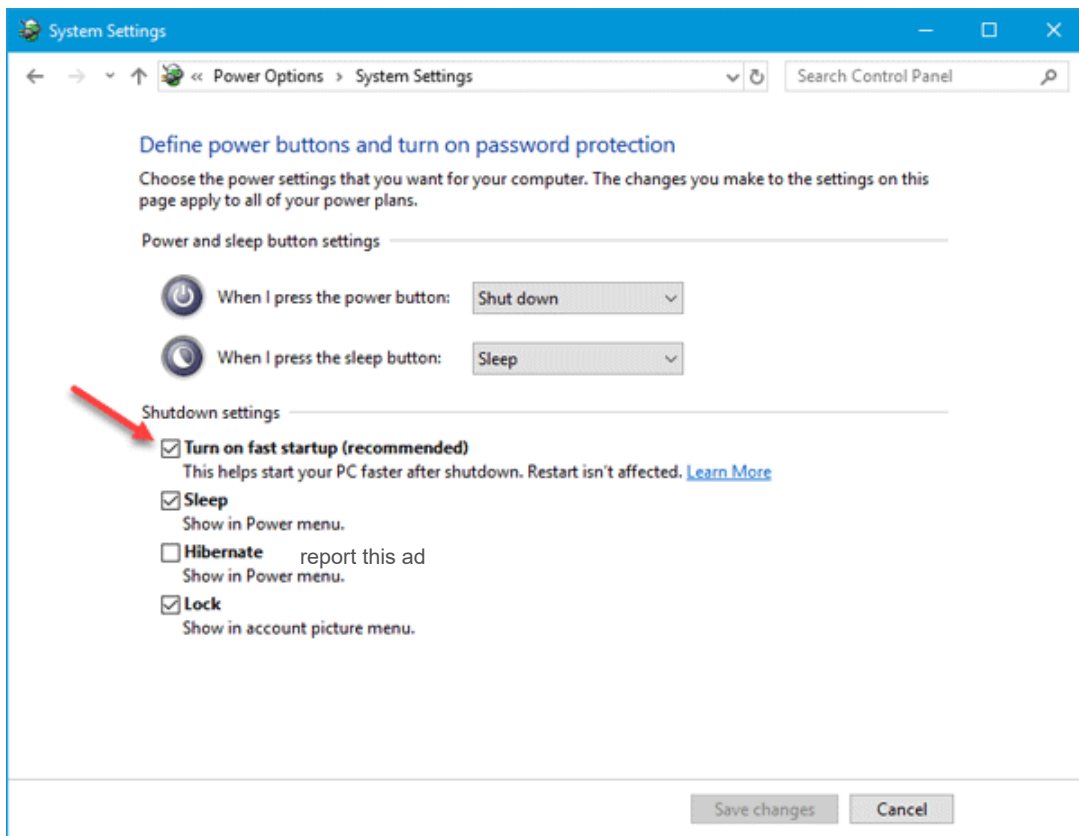
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See if disabling Fast Startup helps – as some have reported that this helped.

Open Control Panel and go to **Power Options**. Following that, click on **Choose what the power buttons do** and **Change settings that are currently unavailable**. Here remove the check-mark against **Turn on fast startup**. Save your change and exit.

If this does not help, remember to reverse the changes.



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8] Check Bluetooth keyboard settings

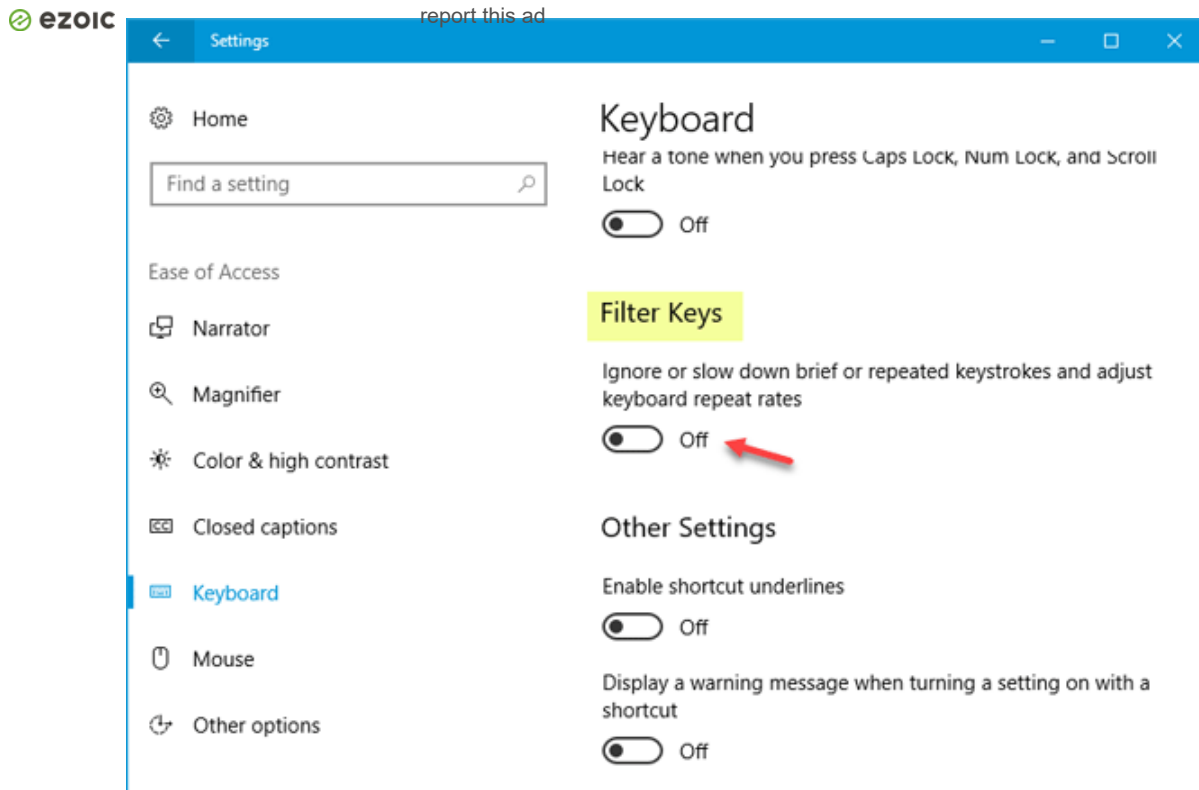


Whenever you add a Bluetooth receiver to your PC or use the inbuilt Bluetooth functionality, it gets stored in the **Devices and Printers** section of the Control Panel. So open it, right-click on the **Bluetooth Keyboard** option, and select **Properties**. Switch to **Services** tab and make sure that **Drivers for keyboard, mice, etc. (HID)** is checked.

9] Check USB Hub

If you are using a USB Hub to connect all your external devices, you should check whether it is working correctly or not. Try plugging in another USB device or use the mouse or keyboard directly with your computer.

10] Disable Filter Keys



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11] Mouse Pointer lags

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This post will help you if your [Mouse Pointer lags or freezes](#) while working or playing games.

Related reads:

- [Surface Book doesn't recognize Touchpad and Keyboard](#)
- [Bluetooth Mouse disconnects randomly](#)
- [Bluetooth devices are not showing or connecting.](#)

Laptop Touchpad not working

If the Touchpad of your Windows laptop is not working check if you have [disabled the touchpad](#) inadvertently. You may also then [reset touchpad settings to default](#). That should work for you.

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See these posts if:

1. [Touchscreen not working in Windows 10](#)
2. [Touch keyboard is not working.](#)

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KeyFreeze is a free Keyboard and Mouse locker for Windows PC

Tags: Keyboard, Mouse

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AnandK@TWC

Anand Khanse is the Admin of TheWindowsClub.com, a 10-year Microsoft MVP Awardee in Windows (2006-16) & a Windows Insider MVP since then. Please read the entire post & the comments first, create a System Restore Point before making any changes to your system & be careful about any 3rd-party offers while installing freeware.

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First para >>>

If you have a touchscreen monitor or laptop, you can keep using your Windows PC without a mouse or keyboard, and it also makes troubleshooting easier. If you do not have touchscreen monitor or Windows PC, and your mouse and your keyboard have stopped working in Windows 10, it makes things a bit difficult.

Read: How to use the Windows computer without a keyboard or mouse.

So go through the list first and see which of these suggestions you can follow under your given circumstances.

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Diane Gannon Guest • 3 years ago • edited

I have the same problem now. Can't do anything at all. USB keyboard and wireless mouse - both not working. Keyboard lights blink and light up during bootup and then goes dark and dead. Can't do any of the above tips without a keyboard or mouse. Any ideas???? Also - no touchscreen.

FIXED! It was a bug in a Windows update. Dell Support well aware of it and did a remote fix, removing some files, re-updating Windows and reinstalling my wireless mouse. The tough part was on my end, trying to help Dell get into my system remotely.

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James • 2 years ago

My wife's keyboard quit working the other day and she did everything in this article. And it didn't work.

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Wanda Knopik • a year ago

I'm at my wits here,I've been trying everything that has been mentioned and troubleshooting tells me I'm missing a driver.Neither Bluetooth or wireless mouse is in my laptop.My wireless mouse works on the other laptop in the house.I went to change the batteries in my mouse and plugged it back in and it won't pare.Please help.

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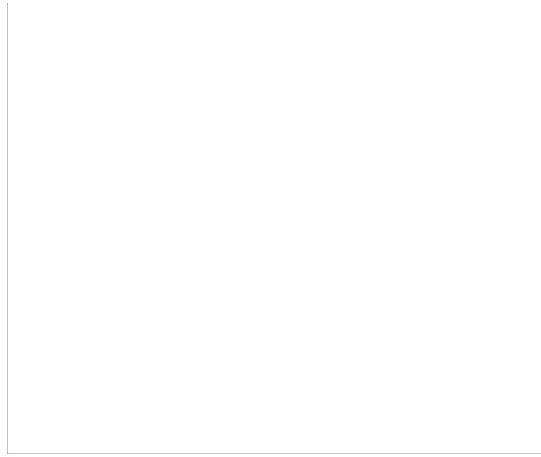
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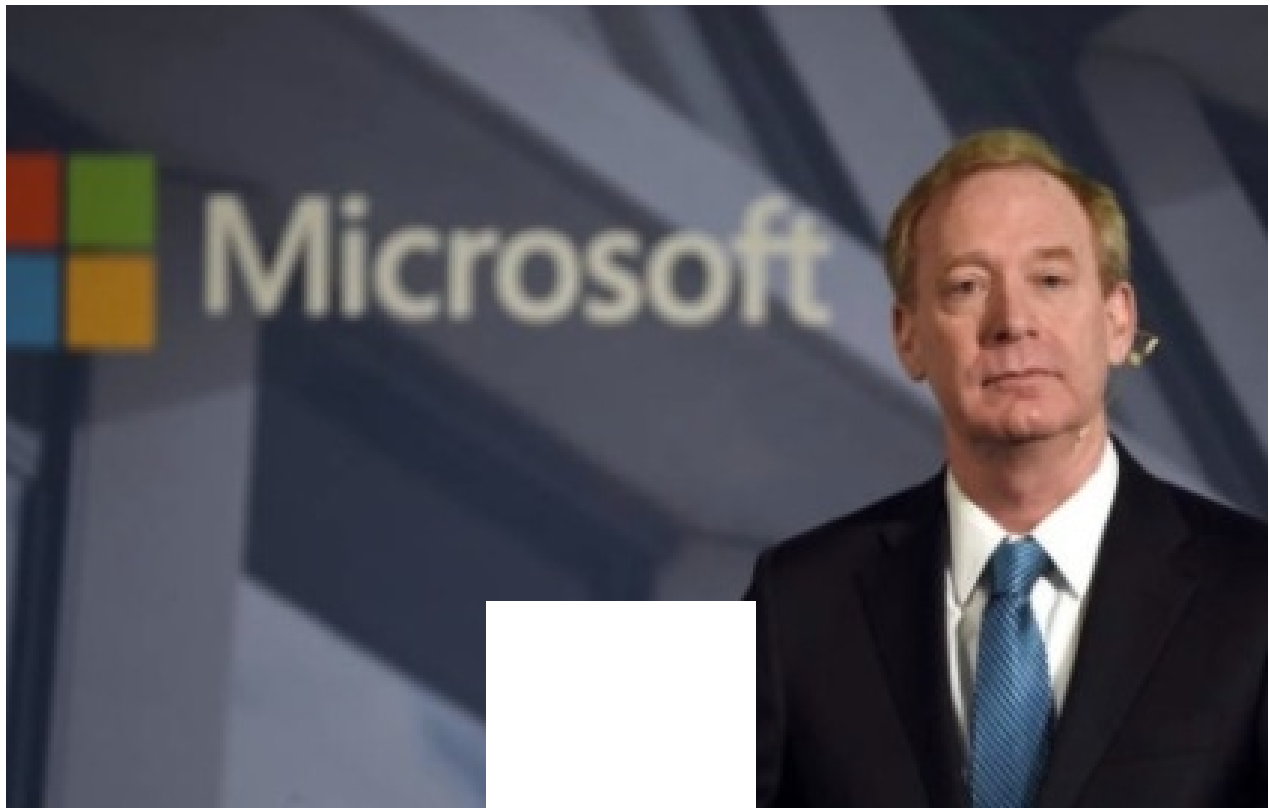
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