Welcome to the Wheel Troubleshooter

Some software programs may not work as you expect when you move the wheel or the pointer.   This Wheel Troubleshooter helps you to fix problems that you may encounter when you use the wheel.

For example, you may see:

- Your screen zoom and then scroll
- Your screen scroll too quickly or too slowly
- Your pointer move erratically on the screen

Click **Next** to continue.

Detecting and fixing the problem

The Wheel Troubleshooter can automatically detect most of the problems that you might have with the wheel.

To identify and attempt to fix the program that has a problem with the wheel

1   Open the program that has a problem with the wheel.

2   With the program open, click **Next** to identify the program in the Wheel Troubleshooter.

Determining whether the problem still exists

The IntelliPoint Wheel Troubleshooter has attempted to fix the problem.

Follow the steps below to determine whether the problem still exists.

To determine whether the problem still exists

1   Click in the program window to bring it into focus.

2   Roll the wheel and move your pointer to see if the problem still exists.

Was the problem corrected?

Yes, the problem is corrected

No, the problem still exists

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Another program detected

The Wheel Troubleshooter detected functionality from a second software program — called an "embedded" program — and automatically attempted to fix the problem.   Follow the steps below to see if the problem still exists.

To determine whether a problem with an embedded program still exists

1   Click in the program window to bring it into focus.

2   Roll the wheel and move your pointer to see if the problem still exists.

Was the problem corrected?

   Yes, the problem is corrected

   No, the problem still exists

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Problem fixed

Congratulations!   You successfully fixed the problem.

IntelliPoint added this program to the list in the Wheel Troubleshooter Advanced dialog box.   The Advanced dialog box lists all programs turned off in the IntelliPoint software.

See the IntelliPoint Online User's Guide for instructions on using the Wheel Troubleshooter Advanced dialog box.

To open the IntelliPoint Online User's Guide

- Click here   to close the IntelliPoint Wheel Troubleshooter and open the IntelliPoint Online User's Guide.

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Cannot fix this problem

The Wheel Troubleshooter is unable to fix this problem.   Please contact the company that made your software program for additional support.

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[Close]

[Back]

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Problem fixed

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