

If the Penguin is not behaving as it should. Please try these simple steps below to remedy the issue:

For both models of Penguin, please make sure that there are no obstructions in the laser area on the underside.

For a Wireless Penguin model:

1. Charging a Wireless Penguin.
 - Make sure the charging cable is fully inserted directly into the PC/laptop. NOT via a USB hub.
 - The 'P' logo should glow slightly with an Orange light showing that it is charging.
 - No orange light means either it is fully charged, the cable may be faulty, or charging cable may not be inserted fully into the USB port.
2. Resyncing your Wireless Penguin to your PC:
 - Shut down your PC completely.
 - Turn off your Penguin by turning switch on its underside to 'OFF'
 - Take out the Penguin USB receiver from your PC.
 - Turn your computer back on. Wait until the operating system fully loads.
 - Insert USB receiver fully into USB port on your PC/Laptop.
 - Wait approximately 10/15 seconds.
 - Turn the Penguin back on again, using the switch on the underside.
 - Click the scroll wheel and bottom click button together while moving the Penguin.
 - Your cursor should start moving on the screen.

If Penguin does not appear to pair, turn 'OFF' Penguin, remove dongle, re insert dongle, wait 10 seconds, turn Penguin 'ON', click the scroll wheel and bottom button and move the Penguin to move the cursor. **Repeat if necessary.**

For a Wired Penguin model:

- Shut your PC down completely.
- Disconnect your Penguin from your PC.
- Reinsert the USB fully into your PC again.
- Turn your PC back on. Wait for operating system to load fully.

If the above methods do not solve the issues, please get back to us with your Penguin's serial number (formatted similarly to MDWL 1234567) and a full delivery address. We can then look into sending out a new USB receiver or charging cable, if necessary, or other fixes.