

## Microsoft IntelliPoint Readme and Release Notes

This article includes late-breaking information for the Windows release of the IntelliPoint 8.2 software. For Mac release information, see the Microsoft Mouse Help and Readme files included with your software. The information in this article may be updated at any time.

### Note

If you use a mouse with a PS/2 connection instead of a USB connection, you must install version 7.1 of the IntelliPoint software.

### For more information

For troubleshooting information and detailed instructions about IntelliPoint software, see the Microsoft Mouse Help file installed with the IntelliPoint software. To open Microsoft Mouse Help, after IntelliPoint software is installed, click Start, click All Programs, click Microsoft Mouse, and then click Mouse Help.

### New Features

IntelliPoint 8.2 includes support for the Microsoft Explorer Touch Mouse. You must have a minimum of 1024x600 display resolution to run the practice application.

### Note

While the minimum system requirements (Pentium 3) allow the practice application to run effectively, you will have a better working experience if you are running a Pentium 4 1.8 Ghz and above.

## Late-Breaking and Known Issues

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## Installation and Setup Issues

### Note

Your Microsoft keyboard and mouse will work with basic functionality prior to installing the IntelliType Pro and IntelliPoint software. Installing the software is required for full functionality.

### **If you are using a Microsoft Touch mouse and gestures are not working at all (you cannot scroll or use multi-finger gestures):**

- Unplug and then replug the transceiver.
- Turn off the mouse using the power switch on the bottom case and turn it back on again.
- Check the battery indicator. If it is red, change the batteries.
- If your hands are extremely cold, you may have to wait until your hands warm up before your gestures will be recognized.
- If the mouse has been moved from one extreme temperature to another, you may have to wait a few minutes before your gestures will be recognized.
- If right-click isn't working, try lifting your index finger off the mouse slightly and then click with your middle finger.

### Note

Gestures don't work in elevated applications and at prompts.

### **If you are using a Microsoft Touch mouse and gestures are not working correctly (not working when intended and/or occurring when not intended):**

- Make sure that the wireless transceiver is placed on about the same level as the mouse. For example, if you are using a desktop computer that is located under your desk, connect the extender cable to the computer and place the transceiver end on your desk.
- Make sure that there is no undue interference from other wireless devices or metal objects.

**If you are using a Microsoft Touch mouse and a legacy mouse on the same computer:**

Swapping left/right buttons on a legacy mouse will not work correctly if a Microsoft Touch mouse is plugged into your computer at the same time. Unplug the Touch mouse and try swapping buttons on the legacy mouse again.

**If you are using a Microsoft Touch mouse in full screen mode:**

With some applications, when you use a Microsoft Touch mouse in full screen mode, gestures only work for scrolling. All other gestures, including Dock or Minimize all Windows, do not work. If you try a gesture, a small blue animation will display to indicate that the gesture is recognized, but it is disabled in this mode.

**If you are using a Microsoft Touch mouse, and are in the Windows lock/sleep/hibernate state:**

Waking up from the Windows lock/sleep/hibernate state may take a little longer than is usual with other mice.

**In Windows Vista, a Windows Update issue may cause the IntelliPoint installation to fail**

In Windows Vista, if Windows updates are pending when you install the IntelliPoint software from the CD, the installation fails with error code 1603.

Wait for all the Windows updates to complete, and then reinstall the IntelliPoint software.

**In Windows Vista, Windows Update may cause IntelliPoint's automatic update to fail**

In Windows Vista, Windows updates may be incomplete and require you to reboot your computer. If Windows Update is waiting for you to reboot and IntelliPoint automatically updates to the latest version, the IntelliPoint update might fail with error code 1603.

Wait for all the Windows updates to complete, and then rerun the IntelliPoint automatic update. If the error condition persists, see the Knowledge Base article at <http://support.microsoft.com/kb/946414>.

**When you install the software, the "unable to install a required component" message appears**

When you install the IntelliPoint software, you may receive a message saying that Setup was unable to install a required component. If Setup is unable to install the following components, follow the relevant instructions:

- MSXML. On the installation CD, go to the Prereq\MSXML folder, open the folder for your processor type (32-bit or 64-bit), and then run the MSI file.
- The MSXML update patch. On the installation CD, go to the Prereq\MSXML folder, open the folder for your processor type (32-bit or 64-bit), and then run the EXE file.
- Windows Application Error Reporting. On the installation CD, go to the Prereq\Watson folder, open the folder for your processor type (32-bit or 64-bit), and then run the MSI file.
- Windows Installer. On the installation CD, open the Prereq\WindowsInstaller3.1v2\x86 folder, and then run the EXE file.

If you still receive an error, you may have a problem with the component itself that you must resolve before you can install your device software. For more information, see <http://support.microsoft.com>.

Hardware Configuration Issues

## Hardware Configuration Issues

**The mouse does not appear in Devices and Printers in Windows 7**

If you connect a mouse using a switch box, the mouse might not be displayed in Devices and Printers in Windows 7.

Try plugging the mouse directly into the computer.

## Software and Compatibility Issues

**In Windows Vista, a Windows Update issue causes the mouse to not respond**

In Windows Vista, if Windows Update is interrupted when a reboot is needed, the system can get into a state where the mouse driver does not load and the mouse does not respond. With the system in this state, Windows Update

and Microsoft Update fails with error code 8000FFFF, and Office 2007 does not install. For more information, see the Knowledge Base article at <http://support.microsoft.com/kb/946414>.

After you complete the instructions, uninstall and then reinstall the IntelliPoint software.

## **Documentation Issues**

### **Opening LegalInformation.chm causes an error**

If you try to open LegalInformation.chm, you get an error "There is not enough memory available for this task. Quit one or more programs to increase available memory, and then try again."

To view the legal information contained in LegalInformation.chm, open iphelp.chm first, and then click Legal Information in the table of contents.

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