Evoluent VM4 troubleshooting

Pointer difficult to control or requires too much arm movement

1. Go to Control Panel, Mouse, and set the pointer speed slider to the middle.
2. Check the box for Enhance Pointer Precision.
3. On VerticalMouse 4, you can also press the Pointer Speed button on the side to light up three indicators lights to the MD setting.

Pointer moving by itself

A reflective surface may cause pointer drift. Put the VerticalMouse on a non reflective mouse pad, such as a fabric pad.

Panning in CAD programs (middle click)

CAD programs typically use a middle click for panning.

1. When the Evoluent driver is not installed, the wheel button is the middle button. Press the wheel to perform a middle click.
2. When the Evoluent driver is installed, select the "Wheel/Middle Click" function for any button to make it work as a middle click. Do not select Auto Pan or Zoom.
3. In AutoCAD, the wheel/middle button is configurable at the command prompt.Type mbuttonpan and set to 1 to enable panning. If set to 0, a pop up menu appears when pressing the wheel button.

Customizing Pro E for panning with middle click

In the current Evoluent driver, Customizing Programming for Different Applications, look for xtop.exe in the Pro E folder in Program Files. In Pro E Wildfire 2.0, this is the default path: C:\Program Files\proeWildfire 2.0\i486_nt\obj\xtop.exe

Disabling button

Any button can be disabled by installing the driver and selecting the None function at the top of the pull down menu.

Pointer jumping to screen edge

The mouse is probably on a reflective surface. Put it on a completely non-reflective surface, such as a cotton mouse pad.

Pointer sluggish or moving randomly in response to mouse movement

The mouse is probably on a reflective surface. Put it on a completely non-reflective surface, such as a cotton mouse pad. If the mouse tracks properly on white printer paper, it is working properly. The mouse surface must be completely flat for proper tracking.

Acceleration/precision/pointer speed/pointer control

The current driver includes built-in control of pointer precision/acceleration. When the driver is not installed, go to Control Panel, Mouse, Pointer Options, and check the box for Enhance Pointer Precision (Windows).

Using right and left VerticalMouses at the same time

Both mouses must be in USB ports.

1. Connect the first VerticalMouse to a USB port.
2. Install the driver update.
3. Connect the second VerticalMouse to another USB port.
4. Install the driver update again. When the installation wizard asks if you wish to install again, click Yes.

Not passing Windows testing

When warning messages about the driver not passing Windows testing appear during installation, click Continue Anyway. The driver works perfectly in the vast majority of Windows systems. For maximum safety, cancel the installation, go to Start, All Programs, Accessories, System Tools, System Restore, set a restore point, and install the driver. If any problem occurs after the installation, the system can be restored to the point prior to the installation by using System Restore.

Install asking for Windows CD

Some systems preinstalled with Windows store the Windows CD files on the hard disk. A possible path is C:\i386 or D:\i386. If you are unable to see the folder because it is a hidden folder, type in the path.