Dell Mobile Pro Wireless Mouse MS5120W

User's Guide

Mouse Model: MS5120W
Regulatory Model: MS5120W

Notes, Cautions, and Warnings

NOTE: A NOTE indicates important information that helps you make better use of your computer.

CAUTION: A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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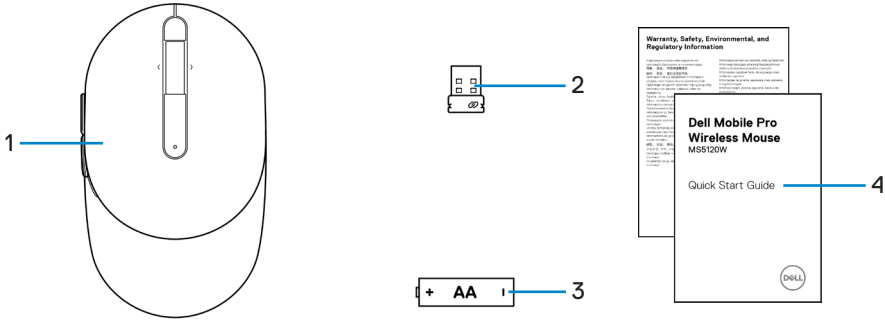
What’s in the box



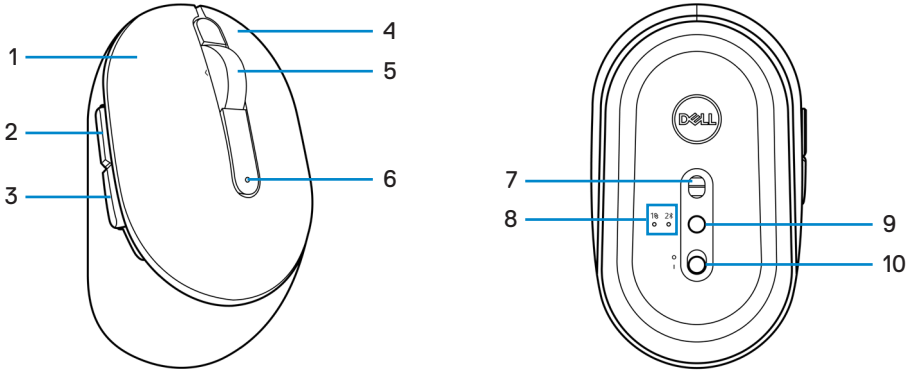
1 Mouse

2 USB dongle

3 Battery (AA-type)

4 Documents

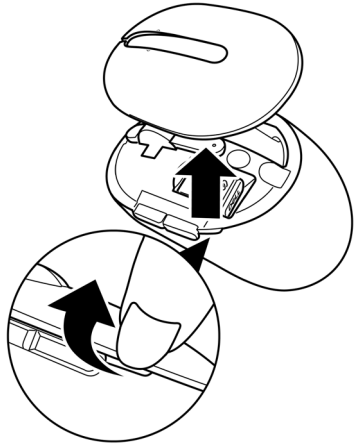
Features



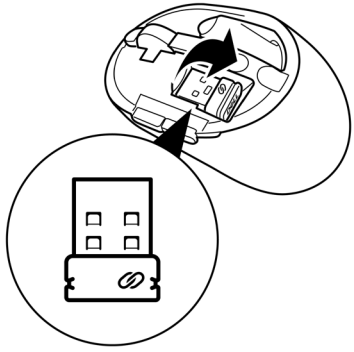
1 Left button
2 Forward button
3 Backward button
4 Right button
5 Scroll wheel
6 Battery-status light
7 Optical sensor
8 Connection-mode lights
9 Connection-mode button
10 Power switch

Setting up your wireless mouse

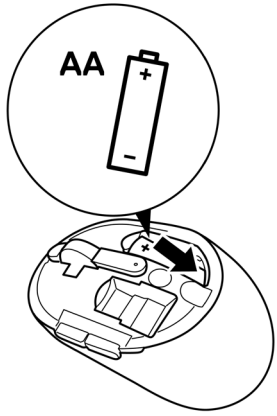
1 Locate the slot on the side of the mouse cover. Using your fingertip, pry open the mouse cover.



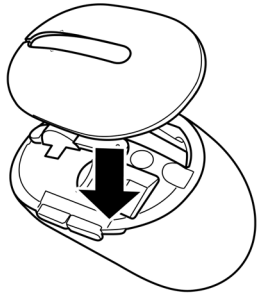
2 Remove the USB dongle from its compartment.



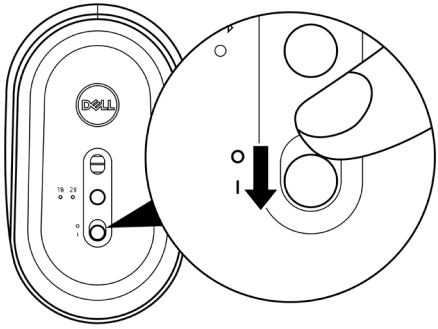
3 Install the AA battery into the battery compartment.



4 Replace the mouse cover.



5 Slide the power switch to turn on the mouse.



NOTE: Ensure that the distance between your computer and mouse is within ten meters.

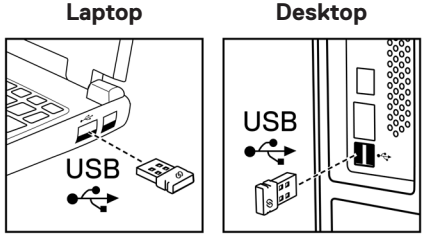
Pairing your wireless mouse

Your Dell wireless mouse can be paired with devices using either the USB dongle or Bluetooth. You can pair and switch between a laptop, desktop, or any compatible mobile device.

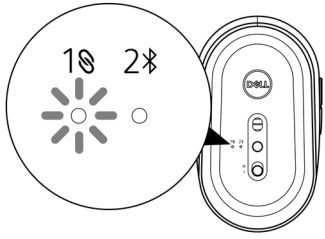
Pairing your mouse using the USB dongle

NOTE: You can connect a device to your wireless mouse using the Dell Universal pairing.

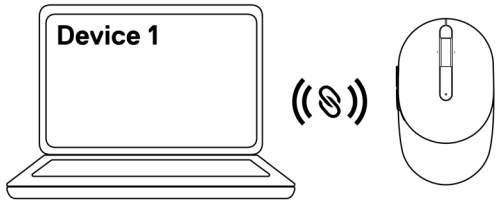
1 Connect the Dell Universal USB dongle to the USB port on your computer.



2 The connection-mode light (1) on the mouse turns on to indicate the Dell Universal pairing, and then turns off.



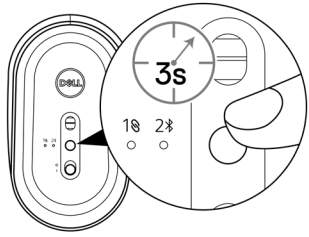
The mouse is paired with your computer.



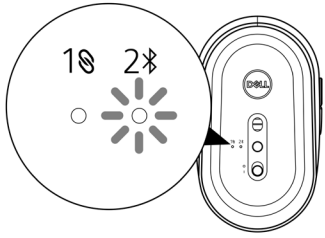
Pairing your mouse using Bluetooth

NOTE: You can connect a second device to your wireless mouse using Bluetooth.

1 Press the connection-mode button twice on your mouse (within 3 seconds) until the connection-mode light (2) turns on, indicating that the Bluetooth connection is selected.



The connection-mode light (2) blinks for 3 minutes, indicating your mouse is in the pairing mode.



2 Pair your mouse with your Bluetooth enabled computer.

a. In Windows Search, type **Bluetooth**.

b. Click **Bluetooth and other devices settings**. The **Settings** window appears.

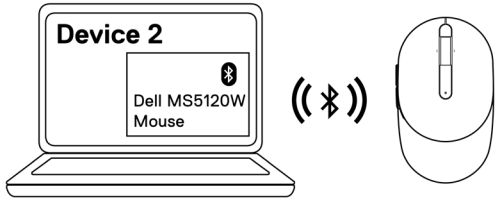
c. Ensure that the Bluetooth is turned on.

d. From the **Other devices** section, click **Dell Mouse**.

NOTE: If Dell Mouse is not listed, ensure that the pairing mode is enabled on the mouse.

3 Confirm the pairing process on both mouse and your computer.

The connection-mode light (2) turns solid white for a few seconds to confirm the pairing, and then the light turns off. After your mouse and computer pairing is completed, the mouse connects to the computer automatically when the Bluetooth is enabled and both devices are within the Bluetooth range.



Specifications

General

Model number	MS5120W
Connection type	Dual Wireless (Bluetooth LE and 2.4 GHz with nano dongle)
System requirement	• Windows 8, 32/64-bit • Windows 10, 32/64-bit • Android (BLE only) • Chrome • Linux 6.x, Ubuntu, Neokylin • Free-DOS (RF dongle only)

Electrical

Operating voltage	1.6 V ~ 0.9 V
Battery life	Approximately 36 months
Battery type	AA Battery (2800 mAH)

Physical characteristics

Weight (with battery)	102 g (0.23 lb)
Weight (without battery)	79 g (0.17 lb)
Dimensions:	
Length	104.5 mm (4.11 in.)
Width	61.5 mm (2.42 in.)
Height	38.3 mm (1.51 in.)

Environmental

Temperature:	
Operating	-10°C to 50°C (14°F to 122°F)
Storage	-40°C to 65°C (-40°F to 149°F)
Storage humidity	95% maximum relative humidity; non-condensing

Dual Wireless

RF protocol	• Bluetooth 5.0 LE • 2.4 GHz RF
Range	• Up to 10 m radio range. • No performance degradation up to maximum radio range (10 m).

Troubleshooting

Problems	Possible solutions
Mouse is not functioning	1 Check if the battery is inserted in the correct orientation. The battery "+" and "-" ends should be placed as indicated on the battery compartment. 2 Check the battery level. • If the mouse uses a rechargeable battery, ensure that the battery is fully charged. • If the battery is exhausted, replace it with a new one. 3 Turn off the mouse, and then turn it on. Check if the battery-status light is flashing amber 10 times, indicating that the battery power is low. If the battery is fully depleted, the battery-status light will not turn on. 4 Restart your computer. 5 If you are pairing the mouse with the USB dongle, ensure that the USB dongle is directly connected to your computer. • Avoid using the port replicators, USB hubs, and so on. • Change the USB port. 6 If you are pairing the mouse using Bluetooth for the first time, refer to the **"Pairing your mouse using Bluetooth"** section for more information. • On your computer, turn off the Bluetooth, and then turn it on. • Check for interference that may affect Bluetooth connectivity such as, nearby Wifi and USB 3.0 devices. 7 Ensure that the distance between your computer and mouse is within 10 meters.

Unable to pair the mouse with your computer

1. Check the battery level.
   - If the mouse uses a rechargeable battery, ensure that the battery is fully charged.
   - If the battery is exhausted, replace it with a new one.
2. Turn off the mouse, and then turn it on. Check if the battery-status light is flashing amber 10 times, indicating that the battery power is low. If the battery is fully depleted, the battery-status light will not turn on.
3. Restart your computer.
4. If you are pairing the mouse with the USB dongle, ensure that the USB dongle is directly connected to your computer. Avoid using the port replicators, USB hubs, and so on.
5. Insert the USB dongle into another USB port on your computer.
6. Ensure that the distance between your computer and mouse is within 10 meters.

Unable to pair the mouse with your computer using Bluetooth

1. Check the battery level.
   - If the mouse uses a rechargeable battery, ensure that the battery is fully charged.
   - If the battery is exhausted, replace it with a new one.
2. Turn off the mouse, and then turn it on. Check if the battery-status light is flashing amber 10 times, indicating that the battery power is low. If the battery is fully depleted, the battery-status light will not turn on.
3. On your computer, turn the Bluetooth off and then on.
   - Ensure that the operating system is Windows 10, Windows 8, Chrome, or Android.
   - For Android devices, ensure that the mouse is set to Bluetooth Low Energy (BLE) model. For more information, see the documentation that came with your Android device.
4. Restart your computer.

Unable to pair the mouse with your computer using Bluetooth *(continue)*	5 Check for interference that may affect Bluetooth connectivity such as, nearby Wifi and USB 3.0 devices. • Check for any wireless devices that are in close proximity such as wireless networking devices (Bluetooth printer and USB 3.0 dongle), wireless pointing devices, and microwave ovens. • Move away from these devices. 6 Ensure that the distance between your computer and mouse is within 10 meters. 7 Check if your computer is included in the list of Dell computers compatible with the mouse. See **www.dell.com/support** for more information.
Mouse pointer does not move Left/right buttons does not work Wireless connection is lost	1 Check the battery level. • If the mouse uses a rechargeable battery, ensure that the battery is fully charged. • If the battery is exhausted, replace it with a new one. 2 Turn off the mouse, and then turn it on. Check if the battery-status light is flashing amber 10 times, indicating that the battery power is low. If the battery is fully depleted, the battery-status light will not turn on. 3 Restart your computer. 4 If you are using the mouse through Bluetooth connection, ensure that you have successfully paired the mouse with your computer. See **"Pairing your mouse using Bluetooth"** section for more information. • Turn off the Bluetooth in your computer and then turn it on. • Press the connection-mode button twice on your mouse (within 3 seconds) until the connection-mode light (2ᛒ) turns on indicating that the Bluetooth connection is selected. • Check for interference that may affect Bluetooth connectivity such as, nearby Wifi and USB 3.0 devices. 5 Ensure that the distance between your computer and mouse is within 10 meters.

Solving a slow moving cursor

1. Ensure that the sensor is not obstructed or dirty.
2. Glass or very smooth glossy surfaces are not suitable for the mouse sensor to capture the mouse movement. Using a dark colored fabric mouse pad can improve the tracking.
3. Change the mouse settings to adjust the pointer speed.

   Click on the tab that matches the Operating System (OS) installed on your laptop/desktop and perform the steps within that section to change the settings.

   a. In the **Search** box, type `main.cpl`. The **Mouse Properties** dialog box appears.

   b. Click or tap `main.cpl` in the list of programs.

   c. Click the **Pointer Options** tab. In the **Motion** section, move the slider to adjust the pointer speed to the desired level.

   d. Click or tap **OK**.

Statutory Information

Warranty

Limited warranty and return policies

Dell-branded products carry a one-year limited hardware warranty. If purchased together with Dell system, it will follow the system warranty.

For U.S. customers:

This purchase and your use of this product are subject to Dell's end user agreement, which you can find at **Dell.com/terms**. This document contains a binding arbitration clause.

For European, Middle Eastern and African customers:

Dell-branded products that are sold and used are subject to applicable national consumer legal rights, the terms of any retailer sale agreement that you have entered into (which will apply between you and the retailer) and Dell's end user contract terms.

Dell may also provide an additional hardware warranty – full details of the Dell end user contract and warranty terms can be found by going to **Dell.com/terms**, selecting your country from the list at the bottom of the "home" page and then clicking the "terms and conditions" link for the end user terms or the "support" link for the warranty terms.

For non-U.S. customers:

Dell-branded products that are sold and used are subject to applicable national consumer legal rights, the terms of any retailer sale agreement that you have entered into (which will apply between you and the retailer) and Dell's warranty terms. Dell may also provide an additional hardware warranty – full details of Dell's warranty terms can be found by going to **Dell.com**, selecting your country from the list at the bottom of the "home" page and then clicking the "terms and conditions" link or the "support" link for the warranty terms.