Dell Mobile Wireless Mouse MS3320W

User's Guide

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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Contents

What's in the box

1. Mouse   **2.** USB dongle

3. Battery   **4.** Documents

Features

Top view

Bottom view
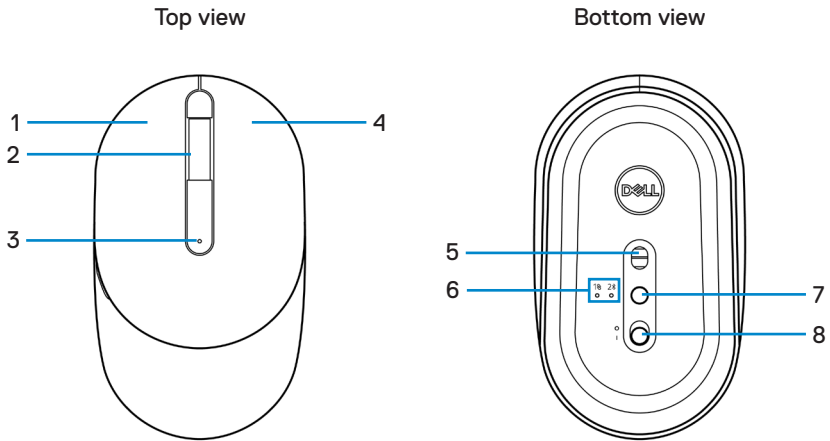
1. Left button	**2.** Scroll wheel
3. Battery-status light	**4.** Right button
5. Laser sensor	**6.** Connection-mode lights
7. Connection-mode button	**8.** Power switch

NOTE: Open the mouse cover first to access the PPID/Regulatory label location.

Label location
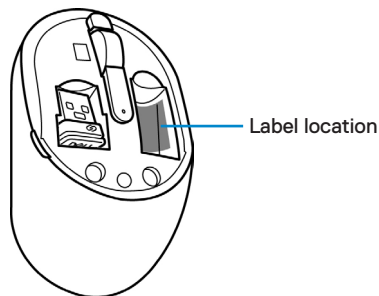
Setting up your wireless mouse

Installing the battery

1. Locate the slot on the side of the mouse cover. Using your fingertip, pry open the cover.
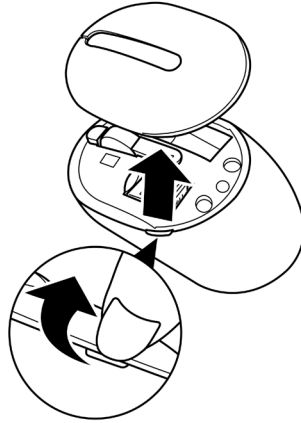
2. Remove the USB dongle from its compartment.
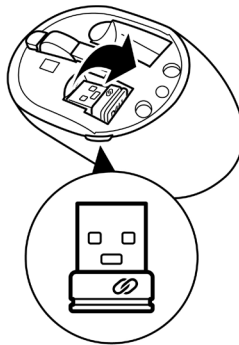
3. Install the AA battery into the battery compartment.
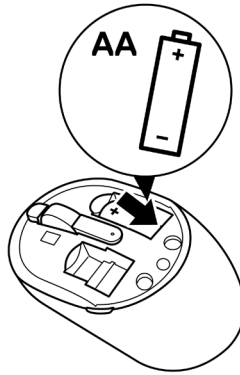
4. Replace the mouse cover.
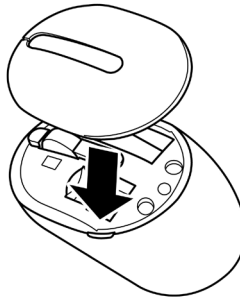
Turning on the mouse

Slide the power switch down to turn on the mouse.
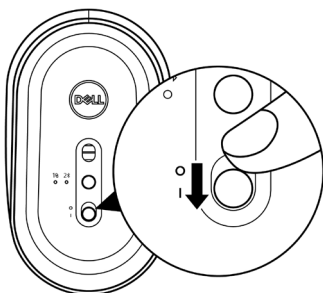
Pairing your wireless mouse

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

Pairing with a USB dongle

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

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

Laptop   **Desktop**
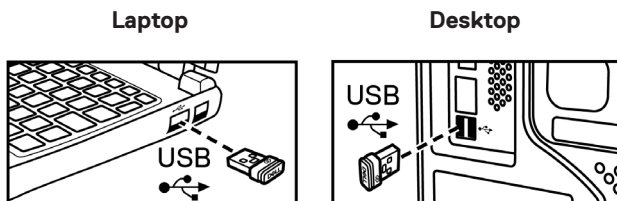
2. The connection-mode light (1◎) on the mouse turns on to indicate the Dell Universal pairing, and then turns off.
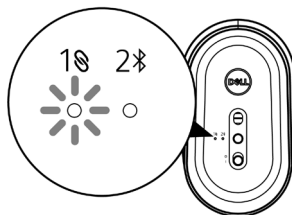
3. The mouse is paired with your USB device.
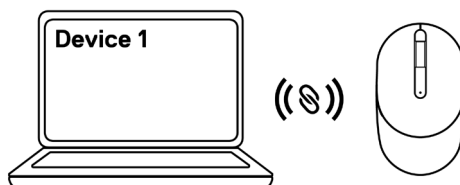
Pairing your mouse using Bluetooth

✐ **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.
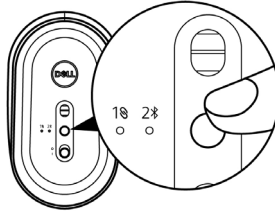
2. Press and hold the connection-mode button for 3 seconds to initiate the pairing mode.
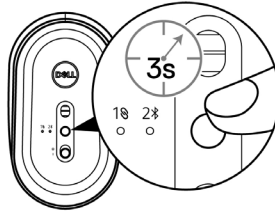
3. The connection-mode light (2⁕) blinks for 3 minutes, indicating your mouse is in the pairing mode.
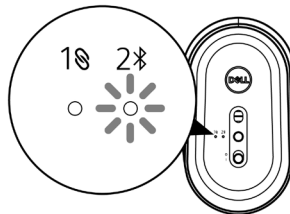
4. Pair your mouse with your Bluetooth-enabled computer.

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

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

   c. Click **Bluetooth & other devices**. Ensure that the Bluetooth is turned on.

   d. From the list of devices, click **Dell Mobile Wireless Mouse MS3320W**.

   ✍ **NOTE:** If **Dell Mobile Wireless Mouse MS3320W** is not listed, ensure that the pairing mode is enabled on the mouse.

5. Confirm that the pairing process on both mouse and device.

   ✍ **NOTE:** 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 device are paired, they connect automatically when the Bluetooth is enabled and they are within the Bluetooth range.
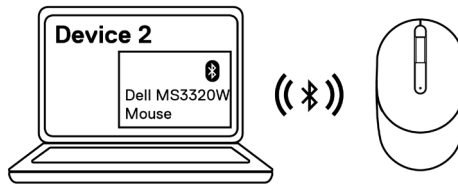
Specifications

General

Model number	MS3320W
Connection type	Dual-mode Wireless (2.4 GHz and Bluetooth 5.0)
System requirement	• Windows XP (RF dongle only)
	• Windows Vista (RF dongle only)
	• Windows 7, 32/64-bit (RF dongle only)
	• Windows Server 2003 (RF dongle only)
	• Windows Server 2008; 2008 R2 (RF dongle only)

Electrical

Operating voltage	1~1.5 V
Battery type	One AA battery

Physical characteristics

Weight (without battery)	65 g (0.14 lb)
Dimensions:	
Length	104.46 mm (4.11 in.)
Width	60.39 mm (2.38 in.)
Height	38.30 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

Wireless

RF resolution	Nordic nRF52832, which supports 2.4G and BT5.0LE
Operating channel	• 79CH for BT5.0LE • 5 channels for GFSK modulation with 1 Mbps
Operation distance	> 10 m (outdoor without any interference)

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 the Bluetooth off, and then turn it on.
	• Check for interference that may affect Bluetooth connectivity such as, nearby Wifi and USB 3.0 devices.

Problems	Possible solutions

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. Ensure that the USB dongle is directly connected to your computer. Avoid using the port replicators, USB hubs, and so on.
	5. Change the USB port or 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 to 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 turn it on.
	4. Restart your computer.

Problems	Possible solutions

Unable to pair the mouse to your computer using Bluetooth (continued)	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.

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.
	  • 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 (2%) 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.

Problems	Possible solutions
Troubleshooting 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 or tap the tab that matches the Operating System (OS) installed on your laptop/desktop and perform the steps within that section to change the settings.
	• In the **Search** box, type main.cpl. The **Mouse Properties** dialog box appears.
	• Click or tap main.cpl in the list of programs.
	• Click or tap the **Pointer Options** tab. In the **Motion** section, move the slider to adjust the pointer speed to the desired level.
	• Click or tap **OK**.

Statutory Information

Warranty

Limited warranty and return policies

Dell-branded products carry a three-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.