

连接方式（计算机）<sup>4</sup>：USB 标准接口

Applicable system: Windows 7/8/10/11 & Mac OS (10.13 or the updated)

适用系统<sup>5</sup>：Windows 7/8/10 /11& Mac OS (10.13 或更高版本)

Button type: 2 normal buttons +1 wheel + 2 up buttons + 2 side buttons (7 buttons in total)

按键类型：2 常规键 + 1 滚轮键 + 2 上位键 + 2 侧位键  
(总计 7 键)

Product net weight: 95±3 g

产品净重： : 95±3 克

Product size: 123 \* 65 \* 40 mm

产品尺寸： 123 \* 65 \* 40 mm

Intelligent function: Voice typing, intelligent search, multi-language translation etc.

产品功能： 语音输入， 智能搜索， 多语言互译等

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<sup>4</sup> 这里指 鼠标 和 计算机 之间的连接方式。

<sup>5</sup> 鼠标的适用和计算机的硬件形态（台式机、笔记本）没有关系，和其安装的系统有关。

DPI range<sup>6</sup>: 1000/1200/1600

DPI 范围: 1000/1200/1600

Frame rate<sup>7</sup>: 4000 FPS

传输帧数: 4000 FPS

Battery type: Built-in lithium battery (3.7V-400mAh-1.48Wh)

电池类型: 内置锂离子电池 (3.7 伏-400 毫安时-1.48 瓦特小时)

Charging power supply: 5V=500mA

充电电源: 5 伏 交流电 500 毫安

Working current: 6 mA (normal) / 12 mA (voice function)

工作电流: 6 毫安 (常规) / 12 毫安 (语音功能)

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<sup>6</sup> DPI: 鼠标在桌面上移动 1 英寸的距离的同时, 鼠标光标能够在屏幕上移动多少“点”, 用于反映鼠标的移动精度。

通俗来讲, 本产品, (手划动同样的距离) 设置 DPI 越高, 屏幕上的光标移动距离越大。另一种通俗的说法可以是: DPI 设置越高, 鼠标移动越快。

<sup>7</sup> FPS (Frame Per Second): 画面每秒传输帧数, 即俗称的“鼠标刷新率”、“鼠标采样频率”, 即鼠标每一秒能够采集到的图像数据。该数值越高, 越高移动鼠标就越平稳, 越不闪动。

### 三、[Specifications and packaging] 【规格与包装】

#### (1) Minimum sales unit 最小销售单元



Single (net) mouse:

单个（净）鼠标：

Size: 123(L) \* 65(W) \* 40(H) mm

尺寸：123(L) \* 65(W) \* 40(H) mm

Weight: 104g (mouse + receiver + charging cable)

重量：104g （鼠标+接收器+充电线）

Weight: 89g (mouse + receiver) (instructions data is  $95\pm 3$ g, slightly higher)

重量：89g（鼠标+接收器）（说明书数据为  $95\pm 3$ g，略高）

Weight: 87g (mouse)

重量：87g（鼠标）

Single product with outer packaging:

单个产品含外包装：

Size: 160(L) \* 103(W) \* 48(H) mm

尺寸：160(L) \* 103(W) \* 48(H) mm

Weight: 228g

重量：228g

Each minimum sales unit, the package contains:

每个最小销售单元，包装内含：



A. 1 mouse

A. 鼠标 1 个

B. 1 receiver (plug in the bottom of the mouse)

B. 接收器 1 个 (插在鼠标底部)

C. 1 60cm charging cable (USB-Android, PVC material, CE standard)

C. 60cm 充电线 1 根 (USB-安卓, PVC 材质, 符合 CE 标准)

D. 1 English manual

D. 英文说明书 1 本

E. An English triangle certificate (with the words QC-PASS)

E. 英文三角合格证一份 (盖有 QC-PASS 字样)

## (2) Packaging label description 包装标识说明



On the left side of the outer package, the model series are listed, and the solid dot marks the product model

外包装左侧，列出型号系列，实心圆点标记为该产品型号

The left side of the outer packaging lists the main functions of the product

外包装左侧，列出了产品的主要功能



Above the outer packaging is the logo of the general distributor "HDHK"

外包装上方，是总经销商“HDHK”的Logo

Below the outer packaging, the color series of the product are listed. The solid dot marks the product model  
外包装下方，列出了产品的颜色系列。实心圆点标记为该  
产品型号

### (3.1) Transport packing (80 pic/carton) 运输装箱 (80 个/箱)



Each carton adopts vertical 2 layers of stacking, 4 rows per layer \* 10 columns = 40 pieces/layer \* 2 layers = 80 pieces/carton

每箱采用竖直 2 层码放，每层 4 行 \* 10 列 = 40 个/层 \* 2 层 = 80 个/箱

Outer carton parameters:

外箱参数:

Size: 510(L) \* 440(W) \* 360(H) mm (data slightly surplus)

尺寸: 510(L) \* 440(W) \* 360(H) mm (数据略有富余)

Weight: 19.5kg (including packing box)

重量: 19.5kg (含包装箱)

Quantity: 80

数量: 80 个

(3.2) Transport packing (100 pic/carton) 运输装箱 (100 个/箱)



Each carton adopts vertical 2 layers of stacking, 5 rows per



layer \* 10 columns = 50 pieces/layer \* 2 layers = 100  
pieces/carton

每箱采用竖直 2 层码放，每层 5 行 \* 10 列 = 50 个/层 \* 2  
层 = 100 个/箱

Outer carton parameters:

外箱参数:

Size: 540(L) \* 520(W) \* 360(H) mm (data slightly surplus)

尺寸: 540(L) \* 520(W) \* 360(H) mm (数据略有富余)

Weight: 24.25kg (including packing box)

重量: 24.25kg (含包装箱)

Quantity: 100

数量: 100 个

#### (4) International air sea transport 国际海空运输

On the basis of the UN38.3 test report issued by TUV SÜD,  
the brand has applied to DGM for the issuance of the  
"Cargo Transport Conditions Identification Report"  
applicable to maritime transport and the "Air Transport

Conditions Identification Report" applicable to air transport".

在 TUV 南德签发的 UN38.3 检测报告的基础上，品牌方已经向迪捷姆申请了签发了适用于海运的《货物运输条件鉴别报告书》，和适用于空运的《航空运输条件鉴别报告书》。



According to the identification report/identification report, this product:

根据鉴别报告书/鉴定报告书，本产品：

Maritime transport/海运：

鉴别结论 Conclusions	非限制性 (Not subject to these Regulations)	
	UN 编号(UN No.):	/
	运输专用名称(PSN)	/
	危险货物类别(Class or Div.)	/
	包装等级(PG)	/

Air transport/空运:

鉴别结论 Conclusions	<p>该货物为锂离子/聚合物电芯，安装在设备上。额定瓦特小时为1.48Wh。已通过 UN38.3 测试，每个包装件上均有锂电池标记。</p> <p>根据IATA DGR，锂离子电池符合包装说明967第II部分。</p> <p>This goods is lithium ion/polymer cell, contained in equipment. Watt-hour rating is 1.48Wh. Each battery is of a type proved to meet the Requirements of each test in the UN MANUAL OF TESTS AND CRITERIA, Part III, sub-section 38.3. Each package is marked with lithium battery mark.</p> <p>According to IATA DGR, lithium ion batteries in compliance with Section II of PI 967.</p>
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由于产品包含内置锂电池，

① 建议：

在产品外箱上粘贴唛头，以下设计供参考：

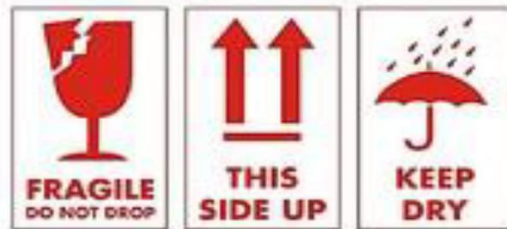
# HDHKTG

AI VOICE MOUSE

Hs code: 8471607200

510(L) \* 440(W) \* 360(H) mm

19.5 kg / 80 pics



② 必须：

在产品外箱上粘贴锂电池标签，边长不小于 10cm，标签上预留发货人联系方式（座机或手机号码）



Reference picture of outer box: 外箱参考图:



## (5) International air sea transport 国际快递寄样

This product (built-in lithium battery) has relevant certifications, and all major international express companies (DHL/Sinotrans DHL, UPS/Ubispeed, FedEx/FedEx) can receive and send parcels, and can be shipped by air and sea. 本产品（内置锂电池）已经拥有相关认证，各大国际快递公司（DHL/中外运敦豪、UPS/优比速、FedEx/联邦快递）等均可收寄件，可走空运和海运。

Below, take FedEx/FedEx as an example, the sample delivery process:

以下，以 FedEx/联邦快递为例，示例发件过程：

### ① Provide the certificate 提供证书

According to the requirements of the express company, provide the "Air Transport Conditions Appraisal Report" applicable to air transport. An electronic version is generally available.

根据快递公司的要求，提供适用于空运的《航空运输条件鉴定报告书》。一般提供电子版本即可。

② Fill in the "Transportation Guarantee for Chemicals and Other Items" 填写《化工品及其它物品运输保函》

**化工品及其它物品运输安全保证函**

FedEx 运单号: 7759 7621 6966

件数: 1件

货物品名 (中文): 智能语音鼠标

货物状态: 液体, 净重     ; 粉末, 净重     ; 胶状, 净重     ;  
膏状, 净重     ; 小颗粒, 净重     ;

普通电池; 蓄电池; 磁性物质; 其它     , 净重 583g

货物运输条件鉴定书编号: PEKS2021122343132H64001

我公司委托 联邦快递 承运的该类货物, 无爆炸、无氧化、无腐蚀、无放射性、非易燃、非有毒有害、非用于制造化学武器的原料, 经鉴定, 无危险性, 可按普通货物条件运输, 包装符合要求。如货物含有普通电池或者蓄电池, 保证货物做好绝缘保护措施, 防止短路及意外启动。

以上申报属实, 若由于我公司申报不符, 而造成运输过程中的一切损失, 我公司承担一切法律和经济赔偿责任。




日期: Feb 08th, 2022

备注:  
1. 该保函需提供一式两份, 均为正本原件;  
2. 品名注意填写中文, 液体粉末等需要填写净重, 多种产品, 均为液体, 净重填写多种产品的总净重。  
3. 签名, 必须手写, 签全名, 中文名, 不能打印或者复印; 公司盖章, 盖鲜章。  
4. 不能涂改, 或涂改后需盖上市公司鲜章, 用黑色、蓝色签字笔或者钢笔书写, 不能用圆珠笔。

\* 此处加盖公章, 为实际发货单位公章。

#### 四、[Test certification information] 【检测认证信息】

(1) 已经通过且已经签发证书的认证：

欧盟 CE 认证（由 TUV 南德检测并做出报告，由 TUV 南德签发证书）

电池 CB 认证（由 TUV 南德检测并做出报告，由 TUV 南德签发证书）

UN38.3 检测（由 TUV 南德做出 UN38.3 检测报告，由 DGM 签发《海运&空运货物运输条件鉴别报告书》）

MSDS 检测（由 TUV 南德检测并做出报告，由 TUV 南德签发证书）

REACH 检测（由 CPST 检测并做出报告，由 CPST 南德签发证书）

ROHS 检测（由 CPST 检测并做出报告，由 CPST 南德签发证书）

(2) FCC 认证（由 TUV 南德检测并做出报告，由 FCC 签发证书）

FCC ID: 2AYAETG01 （鼠标）

FCC ID: 2AYAETG02 （鼠标接收器）

\* Based on FCC compliance requirements, the dongle of

mouse has the both function of transmitting and receiving wireless signals, and requires a separate FCC-ID, as well as a separate label and model:

\* 基于 FCC 的合规要求，鼠标接收器具有双向无线收发功能，需要有一个单独的 FCC-ID，以及单独的标签和型号：



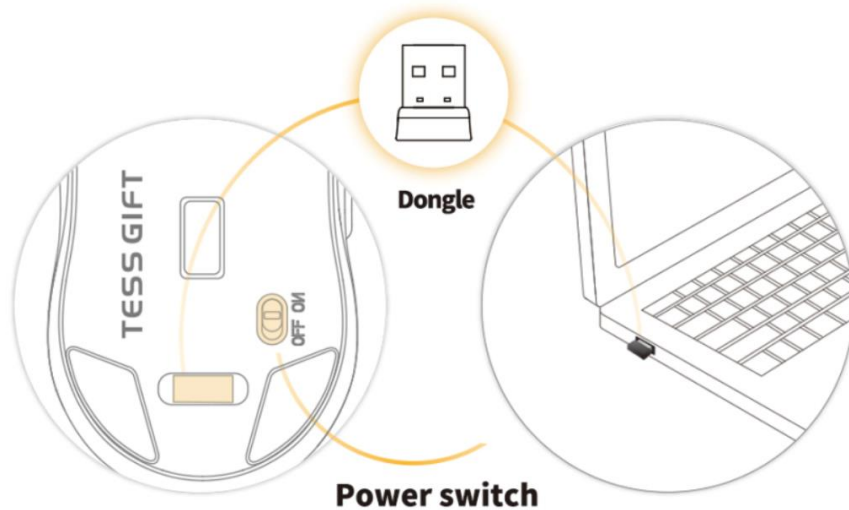
相关认证资料可以在 **Tess Gift 宣传资料包** 查看。

## 五、[First use] 【初次使用】

The wireless dongle is located at the bottom of the mouse. Take out the dongle, insert it into the USB port of the computer, and turn on the power switch at the bottom of the mouse. Then, we can use the ordinary wireless optical mouse function:

无线接收器位于鼠标的底部，取出接收器，插入到电脑的USB接口，打开鼠标底部的开关。然后，我们即可使用普通的无线光电鼠标功能：





For more intelligent functions, please install TESS GIFT™ application software and connect to the Internet, and network speed would affect the user's experience.

对于更多智能功能，请安装 TESS GIFT™应用软件并连接互联网，互联网的网速会影响用户的体验。

## 六、[Driver software] 【驱动程序】

The driver software can be downloaded at <https://tessmouse.com/downloads/> , and the corresponding software can be downloaded according to the computer system used.

驱动程序可以在 <https://tessmouse.com/downloads/> 下载，根据所用计算机系统下载对应的软件。

## Windows operating system



[Download for Windows](#)

[百度网盘，提取码0000](#)

1, Software fast installation

Double-click the downloaded installation package, Click "Next

2, After Installation Completed, the software will run automatically. A

dialog box "Boot starts automatically" will appear on the

screen. Please tick and click Done

If the software runs normally, a blue icon of the software will appear in the taskbar. AiMouse may appear in a hidden taskbar.

In areas **outside of Mainland China**, click "Download for windows" directly to achieve high-speed download. In mainland China, you can click "百度网盘，提取码 0000" to download, and the download speed will be faster.

**在中国大陆以外的地区**，直接点击“Download for windows”，即可实现高速下载。在中国大陆地区，可以点击“百度网盘，提取码 0000”，下载，下载速度会更快。

For Apple Mac OS, you can **also** search for the "Tess Gift" application in the Mac App Store and download and install it. Download from the Mac App Store, the installation process would be easier.

苹果 Mac OS 系统，**也可以在** Mac App Store 中搜索“Tess Gift”应用并下载安装。从 Mac App Store 下载，安装流程会更加简便。



## “tess gift”的结果



For the first installation, after inserting the mouse receiver into the computer, press and hold the mouse wheel for 7 seconds, it will automatically enter the driver download page: (<https://tessmouse.com/downloads/>)

首次安装，把鼠标的接收器插入电脑后，按住鼠标滚轮 7 秒，会自动进入到驱动下载页面：

(<https://tessmouse.com/downloads/>)



## 七、[Function description] 【功能说明】

### (1) Function button diagram 功能键示意图



## (2) Interface language 界面语言



In the menu bar above the software interface, you can select the interface language of the software first, so as to proceed to the next step smoothly:

软件界面上方的菜单栏，可以先选择软件的界面语言，从而顺利进行下一步操作：

### (3) Software interface 软件界面



软件有 4 个界面，分别是：

① Home 首页

- ② Personal settings 个性设置
- ③ App settings 应用设置
- ④ Equipment manager 设备管理

#### (4) Software operation 软件操作

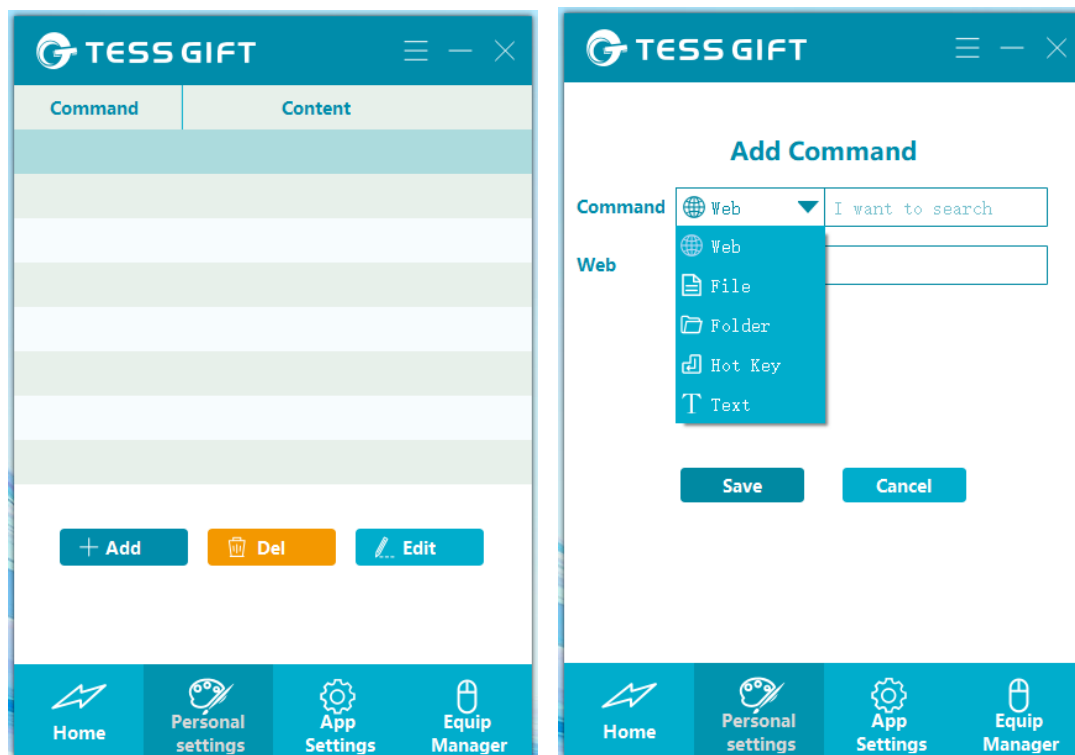
##### ① Home 首页



On the homepage of the software, annotated the symbols of the 4 function buttons on the mouse.

软件首页，对鼠标上的4个功能按键的符号做了注解。

## ②Personal settings 个性设置



Click "Add" to add the command word of the voice command. There are 5 command word association modes, which are web, File, Folder, Hot key, and Text. This means that we can use voice commands to complete these 5 commands. This means that we can use the voice search function to complete these 5 commands.

点击“添加”，即可添加语音指令的命令词。一共有 5 种命令词关联模式，分别是 网页、文件、文件夹、快捷键、文字。这意味着，我们可以使用语音搜索功能来完成这 5 种命令。

(When the user language is set to **Chinese**, we can set the



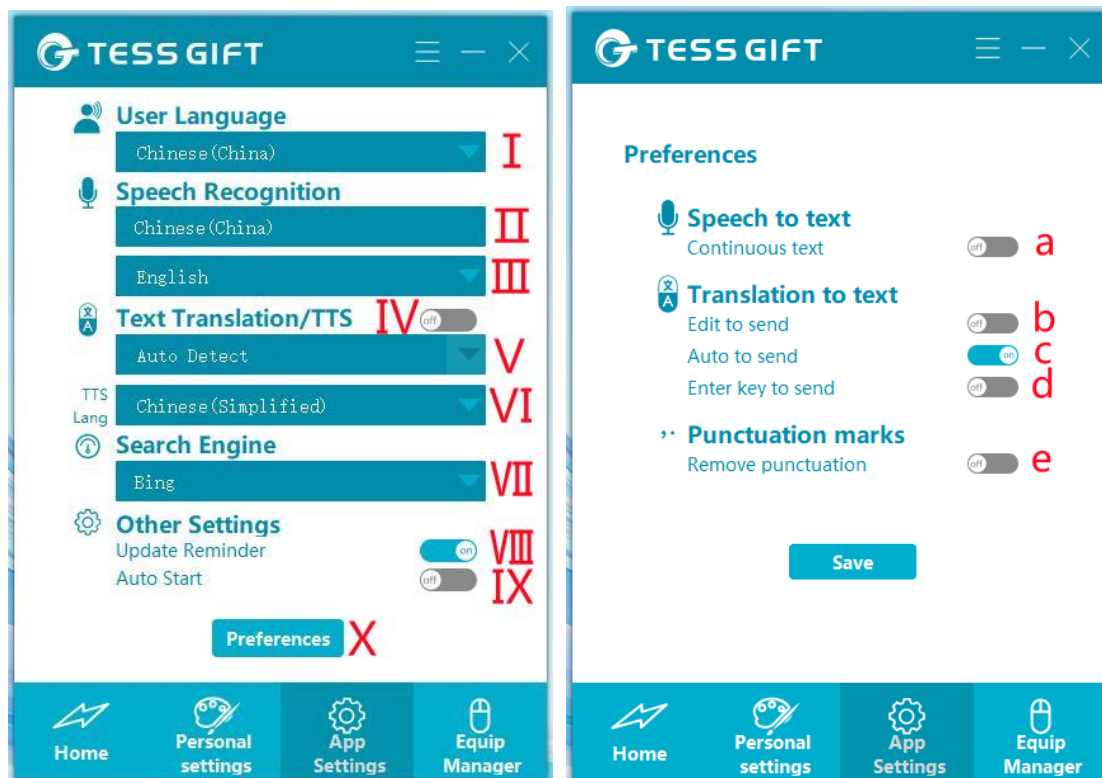
voice command at will. At this point, we can use **Chinese/English** voice to give voice commands, and the mouse will execute the commands according to the settings. If the mouse can not find the corresponding commands, it will be automatically converted into "intelligent search" function)

(当用户语言设置成**汉语**时，我们可以随意设定语音命令。此时，我们可以使用**汉语/英语语音**下达语音命令，鼠标将会按照设定执行命令。如果鼠标找不到相应的命令，它将自动转换为智能搜索功能)

(When the user language is set to other languages, the voice command function is not available. At this moment, this function is changed to "intelligent search" function, the mouse will use a search engine to search for words spoken by the user on the Internet.)

(当用户语言设置成其他语言时，语音命令功能不可用。这此时，这一功能变更为“智能搜索”功能，鼠标将会用搜索引擎在互联网上搜索使用者说出的词)

### ③ App settings 应用设置



I Click here and swipe up and down to select the user's voice input language.

I 点击这里，上下滑动，可以选择用户的语音**输入**语种。

II The display here is the same as I.

II 这里的显示和 I 是一致的。

III Click here and swipe up and down to select the user's voice output language.

III 点击这里，上下滑动，可以选择用户的语音**输出**语种。

(Input language refers to the language of speech; output language refers to the language of text)

(输入语种，指的是语音的语种；输出语种，指的是文字的语种)

IV After clicking, it is blue, indicating that the text translation function is turned on; After clicking, it is gray, indicating that the text translation function is turned off.

IV 点击后为蓝色，表明开启划词翻译功能；点击后为灰色，表明关闭划词翻译功能。

(划词翻译功能，翻译为 text translation function，缩写为 TTS)

When we turn on the text translation function and select a certain piece of text, a prompt box will automatically pop up. At this point, if we click "**Transl**", we can get the translated text.

当我们开启划词翻译功能，并选中某一段文本，会自动弹出一个提示框。此时，如果我们点击“译”，就能得到翻译后的文本。

当我们开启划词翻译功能，并选中某一段文本，会自动弹出一个提示框。此时，如果我们点击“译”，就能得到翻译后的文本。



V For the text translation function, if we know the language of the source text, we can actively set it to reduce the probability of misrecognition; if we don't know the language of the original text, it can also be handed over to AI for automatic recognition.

V 对于划词翻译功能，如果我们知道源文本的语种，可以主动设置，以降低错误识别的概率；如果我们不知道原文本的语种，也可以交给软件来自动识别。

VI Click here and swipe up and down to select the user's text **output** language.

VI 点击这里，上下滑动，可以选择用户的文本**输出**语种。

VII Click here and swipe up and down to select a search engine. When the user uses the "intelligent search" function, the search engine selected by the user will be used for search.

VII 点击这里，上下滑动，可以选择搜索引擎。当用户使用“智能搜索”功能时，会使用用户选择的搜索引擎进行搜索。

VIII After clicking, it is blue, indicating that the automatic upgrade function is turned on; After clicking, it is gray, indicating that the automatic upgrade function is turned off.

VIII 点击后为蓝色，表明开启自动升级功能；点击后为灰色，表明关闭自动升级功能。

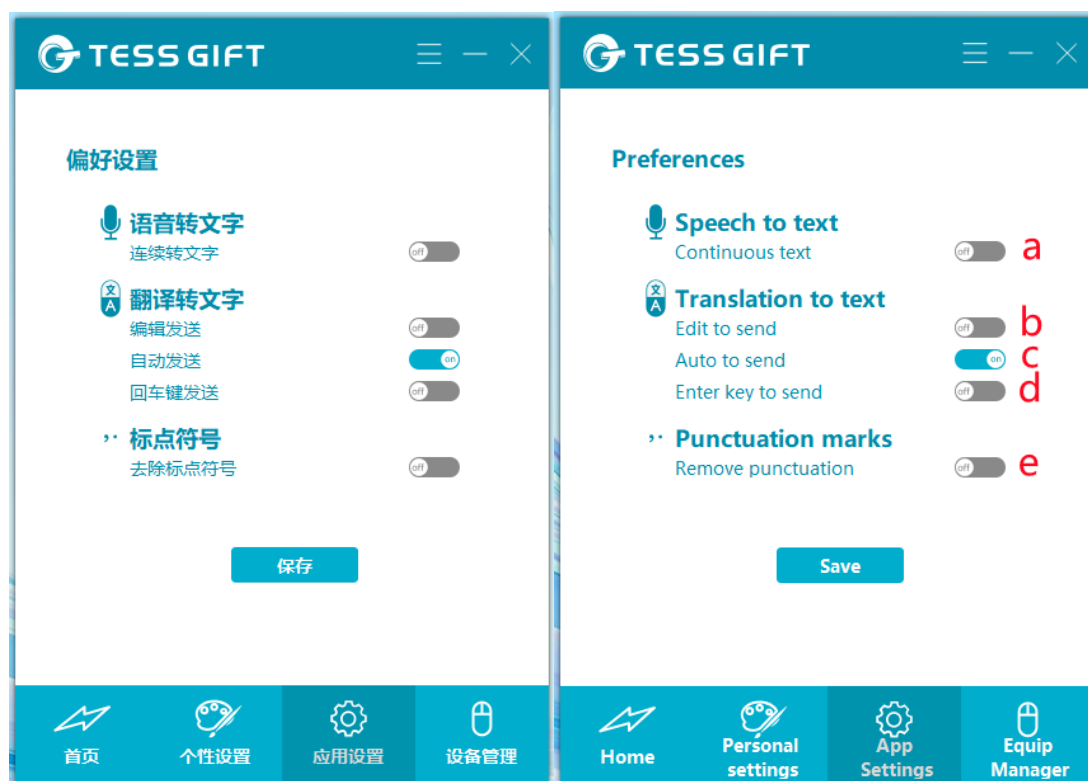
IX After clicking, it is blue, indicating that this software starts with the system startup (automatically runs after booting); After clicking, it is gray, indicating that this software will not start with the system startup (not automatically running after booting).

IX 点击后为蓝色，表明本软件随系统启动而启动（开机自动运行）；点击后为灰色，表明本软件不随系统启动而启动（开机不自动运行）。

X Click "Preferences", the following interface will appear, in

sequence from a-e:

X 点击“偏好设置”，会出现如下界面，按照 a-e 依次为：



a. After clicking, it is blue, indicating that enters the "Continuous Voice to Text" state. Then using the voice function, there is no need to keep pressing the mouse button, just click once to start talking.

If you stop talking for more than 15 seconds, or click other function buttons on the mouse again (except the voice function buttons), the "Continuous Voice to Text" state will end.

After clicking, it is gray, indicating that the "Speech to Text"

function is turned off. Then using the voice function, you need to keep pressing the corresponding function button till you finish the content you need to input.

a. 点击后为蓝色，则进入“语音连续转文字”状态。使用语音功能时，无需持续按压鼠标按键，仅需点击一次，即可开始说话。

如停止说话超过 15 秒，或再次点击鼠标上的其他功能键（语音功能键除外），则持续语音转换文字状态终止。

点击后为灰色，则关闭“语音连续转文字”功能，使用语音功能时，需持续按住对应的功能键，直至讲完需要输入的内容。

b/c/d. These three options are personalized settings of the voice translation function, which are mutually exclusive, and users can choose according to their needs (click for blue)

b. In this state, the user's voice will first be converted into text in the same language, and the corresponding translation result will be displayed. The user can first modify the text converted from the source language in the dialog box, and then click "Send" to input text.

c. In this state, the user's voice will be directly converted into the translated text and input directly.

d. This setting is a supplementary setting of b setting, which

can coexist with b. In this state, after the editing is completed, the user can not only click "Send" and enter, but also input text by hitting the "Enter" key on the keyboard.

b/c/d. 这三个选项是语音翻译功能的个性化设置，彼此是互斥的，使用者可以根据需要进行选择（点击为蓝色）

b. 此状态下，使用者的语音会先转化成同一语种的文字，并显示出对应翻译的结果。使用者可以在对话框中对源语种转化成的文字先进行修改，然后点击“发送”后录入。

c. 此状态下，使用者的语音会直接转换成翻译后的文本，并直接录入。

d. 此设定是 b 设定的一种补充设定，可以和 b 并存。此状态下，在编辑完成后，使用者不仅可以点击“发送”后录入，还可以通过敲击键盘上的“回车键”完成录入。

e. After clicking, it is blue, indicating that AI will intelligently add punctuation marks to the converted text; After clicking, it is gray, indicating that the converted text will not have punctuation marks.

e. 点击后为蓝色，则 AI 将会为转化的文本智能添加标点符号；点击后为灰色，则转化成文本将不会有标点符号。



#### ④ Equipment manager 设备管理



I . 1000/1200/1600 are the three DPI settings of this product. Simply put, it can be understood as "the larger the number, the faster the mouse moves".

I . 1000/1200/1600 即本产品的三种 DPI 设置，简单来说，可以理解为“数字越大，鼠标移动越快”。

II . "Light effect" is a reserved function, reserved for future product development, this setting has no effect temporarily.

II . “光效”是一个预留功能，为以后的产品开发而预留，这个设定暂时没有作用。

III. After clicking, it is blue, indicating that other applications can also borrow the built-in microphone of the mouse; After clicking, it is gray, indicating that other applications cannot borrow the built-in microphone of the mouse.

(Example: When this function is turned on, when chatting by the computer version of WeChat software, can use the microphone of the mouse as the microphone for WeChat chatting)

III. 点击后为蓝色，则其他应用软件也可以借用鼠标的内置麦克风；点击后为灰色，则其他应用软件不可以借用鼠标的内置麦克风。

（举例：当开启此功能时，当使用电脑版微信聊天，可以借助鼠标的麦克风，作为微信聊天使用的麦克风）

IV. The "Enter" button on the mouse is a multi-function key. Click here and slide up and down, can choose to set the function of this button to "Enter" or "Back" based on the user's habits.

IV. 鼠标上的“Enter”键是一个多功能键。点击这里，上下滑动，可以基于使用者的习惯，选择设置这个键的功能为“Enter”或者“Back”。

鼠标的安装流程和基本功能演示，已经录制有**短视频**，并配有**多语种字幕**。相关视频可以在 **Tess Gift 宣传资料包** 查看。

Here is the Youtube link to the video:

以下为视频的 Youtube 链接：

产品安装（Windows 系统）

<https://youtu.be/p3vuJzGf9Rw>

产品安装（Mac OS 系统）

<https://youtu.be/i-uNucJFHk8>

商务沟通应用场景：

<https://youtu.be/ZVxYuL-OZjw>

职场办公应用场景：

<https://youtu.be/SctI887FqFg>

NewsWatch 宣传视频：

（带字幕）：<https://youtu.be/Xyhi4jjXf3E>

（不带字幕）：<https://youtu.be/cqfHP8w5m7c>

## 八、[Safe use] 【使用安全】

This product contains a built-in lithium battery, the working environment temperature is 5~45°C, and the charging temperature is 10~35 °C.

本产品内置锂电池，工作环境温度 5~45 摄氏度，充电温度 10~35 摄氏度。

**Non professionals are not allowed to dismantle the battery, and it is strictly forbidden to put the battery into the fire!**

**非专业人员不得拆卸电池，严禁将电池投入火中！**

This product can be used during flight, but please **do not** charge the lithium battery in flight!

本产品可在飞行中使用，但**请勿**在飞行中给锂电池充电！

## 九、[Privacy protection] 【隐私保护】

The AI server provides speech recognition and translation services in real time, and does not store input or output information. The user's information will only be kept in the user's computer storage.


AI 服务器是实时提供语音识别、翻译服务的，并不存储输入或输出的信息。用户的信息只会保留在用户的计算机存储内。

The application software of this product will create a log file on C disk, the file address is: C:\TESS GIFT\Log. This log file stores mouse usage records, and the records of voice functions used in the past 24 hours. If you have used this product on **a public computer**, please **delete the log file** to avoid privacy disclosure.

本产品的应用软件会在 C 盘创建一个日志文件，文件地址为：C:\TESS GIFT\Log 。此日志文件存储鼠标使用记录，以及至少过去 24 小时内使用的语音功能记录。如果您在**公用计算机**上使用过本产品，请**删除日志文件**，以免泄露隐私。

脑 > Windows (C:) > TESS GIFT > Log

名称

 TESSGIFTLog

\* This product uses Google's AI speech recognition and translation engine, and Google's relevant privacy terms

apply.

\* 本产品使用谷歌的 AI 语音识别和翻译引擎，也适用谷歌的相关隐私条款。

## 十、[Product common problems / troubleshooting] 【产品常见问题/故障排除】

**Q1:** Can a desktop computer use this mouse? Can tablets and mobile phones use this mouse?

**Q1:** 台式计算机可以使用这个鼠标吗？平板电脑和手机可以使用这个鼠标吗？

**A1:** The mouse driver software can run on windows7 and above systems, Mac OS 10.13 and above systems. As long as the computer system is suitable, the mouse can be used, regardless of the computer's hardware form.

The mouse has a built-in digital microphone, which can pick up sound by itself, and can also be used with third-party software. Desktop computers without a microphone will not affect the use of the mouse.

Tablet computers or mobile phones, if they are not windows or Mac OS systems, will not be able to adapt to this mouse.

**A1:** 本鼠标的驱动程序可以在 windows7 及以上系统、Mac

OS 10.13 及以上系统运行。只要计算机系统适合，鼠标都可以使用，不论计算机的硬件形态。

鼠标由内置数字麦克风，能够自我拾音，并且还可以借助给第三方软件使用。台式电脑没有麦克风的，不影响鼠标的使用。

平板电脑或者手机，如果不是 windows 或 Mac OS 系统，将无法适配本鼠标使用。

**Q2:** Why can't the Mac OS system use the text translation function and the smart search function?

**Q2:** Mac OS 系统为什么不能使用划词翻译功能和语音智能搜索功能?

**A2:** The Mac OS system is not an open system, and the system permissions for applications are limited.

**A2:** Mac OS 系统并不是开放系统，对应用程序的系统权限开放有限。

**Q3:** How many computers can the same mouse be used on?

**Q3:** 同一个鼠标可以在多少台电脑上面使用?

**A3:** There is no limit, but the same mouse can only be used on one computer at a time.

**A3:** 没有限制，但是同一个鼠标同一时间只能在一台电脑

上面使用。

**Q4:** After connecting the mouse and the computer with the wires in the box, and moving the mouse, the screen cursor does not respond.

**Q4:** 把鼠标和电脑用包装盒内的电线连接以后，移动鼠标，屏幕光标没有反应。

**A4:** The customer mistakenly regarded the wireless mouse as a wired mouse and connected the computer with a charging cable. Inform the customer to plug the wireless receiver (dongle) on the bottom of the mouse into the USB port of the computer to complete the connection. Inform the customer that the cable in the mouse box is for charging only.

**A4:** 客户误把无线鼠标当成有线鼠标，用充电线连接了计算机。告知客户，把鼠标底部的无线接收器插入电脑的USB接口，完成连接。告知客户，鼠标包装盒内的电缆线，仅仅用于充电。

**Q5:** After plugging in the wireless receiver and moving the mouse, the screen cursor does not respond.

**Q5:** 插入无线接收器以后，移动鼠标，屏幕光标没有反



应。

**A5:** Step 1, please check whether the switch at the bottom of the mouse is turned on; Step 2, please check whether the mouse is still powered (when the power is low, the mouse wheel will flash red).

**A5:** 第 1 步， 请检查鼠标底部的开关是否打开； 第 2 步， 请检查鼠标是否还有电（电量不足时， 鼠标滚轮会有红色闪烁）。

**Q6:** After turning on the mouse switch, there is no red light on the bottom of the mouse. Does it mean that the hardware is damaged?

**Q6:** 打开鼠标开关后， 鼠标底部没有红色光线， 是否代表硬件损坏？

**A6:** This does not mean that the hardware is damaged, because we are using non-visible light photoelectric sensing technology.

The use of non-visible light photoelectric sensing technology is a more advanced technology, and has obvious advantages in product safety certification.

**A6:** 这并不代表硬件损坏， 因为我们使用的是非可见光的光电感应技术。

使用非可见光的光电感应技术是更高级的技术，而且在产品的安全认证上有明显的优势。

**Q7:** The mouse only has the conventional mouse function and cannot realize the intelligent voice function.

**Q7:** 鼠标只有常规的鼠标功能，不能实现智能语音功能。

**A7:** Guide customers to download and install the APP, and guide customers to learn the intelligent functions of the mouse according to the instructions, videos, etc.

**A7:** 引导客户下载和安装 APP，引导客户根据说明书、视频等，学习鼠标的智能功能。

**Q8:** The product's nominal name can recognize and translate more than 110 languages. Why does English alone account for 20, while some minor languages are not involved at all?

**Q8:** 产品标称可以对 110 多种语言进行识别、翻译，为什么光是英语就占了 20 种，而有些小语种根本没涉及？

**A8:** Different languages have different influence and weight in the world. English, Spanish, French, etc., are used by a large number of people, are widely distributed, and the regional economy is relatively developed and has a strong

influence. For such languages, Google has invested more, with sufficient AI corpus, and relatively accurate recognition and translation. For some unknown minor languages, limited by the number of users, geographical distribution, and economic weight, Google's investment is insufficient, AI corpus is not much, and recognition and translation are relatively inaccurate.

Intelligent voice mouse is a tool to improve work efficiency and break language barriers. If the AI recognition and translation accuracy of a certain language is not enough, it will greatly affect the user experience and fail to achieve the intended purpose. This means that the AI service in this language is actually not up to the level of commercial use, and it cannot be included in the mouse language list.

**A8:** 不同的语种，在世界范围内的影响力和权重是不一样的。英语、西班牙语、法语等，使用人数众多，地域分布广泛，地区经济相对发达，具有很强的影响力。对于这样的语种，谷歌的投入较多，AI 语料充足，识别和翻译也相对精准。而对于一些不知名的小语种，受其使用人数、地域分布和经济权重的限制，谷歌的投入不足，AI 语料不多，识别和翻译也相对不太精准。

智能语音鼠标是一个提升工作效率、打破语言障碍的工

具。如果某一个语种的 AI 识别和翻译精度不够，就会很大程度上影响使用体验，无法实现预期目的。也就意味着该语种的 AI 服务事实上还达不到可以商用的水平，也就无法列入鼠标的语种清单。

**Q8:** Why the "voice command" function can only be used in the environment of Chinese and English, once the "user language" is changed to other languages, this function only retains the "intelligent search" module?

**Q8:** 为什么“语音指令”功能只能在汉语和英语的环境下使用，一旦“使用者语言”变成其他语种，这个功能就只保留了“智能搜索”模块。

**A6:** The "voice command" function is not based on Google's AI intelligence engine, but on the mouse manufacturer's own server. This mouse was invented by the Chinese, so the recognition and execution program of voice commands was developed for Chinese at the beginning; since the main members of Tess Foreign Trade Club are foreign traders, everyone generally uses English as the main language, then the recognition and execution program of voice commands was developed for English.

For other languages, this functional module will be

selectively developed based on market weight in the future.

**A8:** “语音指令”这个功能，并不基于谷歌的 AI 智能引擎，而是基于鼠标制造商的自有服务器。这个鼠标是中国人发明的，所以一开始就针对中文开发了语音指令的识别和执行程序；由于 Tess 外贸 Club 的主要成员都是外贸人，大家普遍使用英语为主，后续又开发了英文的语音指令识别和执行程序。

对于其他语种，未来将根据市场权重选择性开发这一功能模块。

**Q9:** Under the Windows system, the text translation function conflicts with the copy/paste function that comes with the system.

**Q9:** Windows 系统下，划词翻译功能和系统自带的复制/粘贴功能冲突。

**A9:** Inform the customer that the text translation function borrows the Windows "clipboard" control. It is recommended to turn off this function in the APP when the text translation function is not used.

**A9:** 告知客户，划词翻译功能借用了 windows 的“剪贴板”控件。建议在不使用划词翻译功能时，在 APP 关闭该功能。

**Q10:** The AI voice-related functions cannot be used under the Mac system.

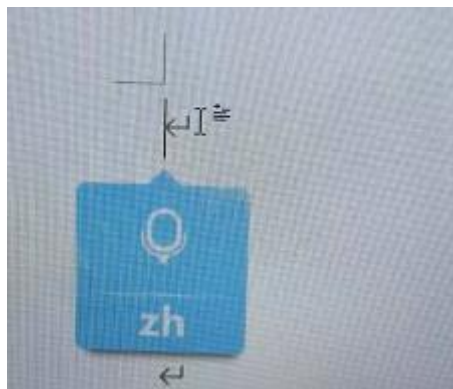
**Q10:** Mac 系统下，无法使用 AI 语音相关功能。

**A10:** Guide the customer to follow the installation video step by step to set the system authorization.

**A10:** 引导客户按照安装视频一步步操作，设置系统授权。

**Q11:** Under the Windows system, when using the voice function, the "Small Microphone" logo does not jump up and down, and no text appears.

**Q11:** windows 系统下，使用语音功能时，“小话筒”标志没有上下跳动，也没有文字出现。



**A11:** This situation means that the mouse's microphone is not receiving sound. Please select "KAMOUSE" as the input microphone in the "System - Sound - Input" settings.

**A11:** 这种情况说明鼠标的麦克风没有接受到声音。请在在“系统 - 声音 - 输入”设置中，选择“KAMOUSE”作为输入麦

麦克风。

The following are the Windows 10 system settings:

以下为 windows10 系统设置：



The setting path is: Settings → System → Sound → Input → Select Input Device. Please select "KAMouse" as the sound input device (marked by the red arrow).

设定路径为：设置→系统→声音→输入→选择输入设备。

请选择“KAMouse”作为声音输入设备（红色箭头标记）。

If the setting is successful, press and hold the mouse voice input key to make a sound, and the "Test Microphone" progress bar below will fluctuate with the sound.

如果设置成功，按住鼠标语音输入键，发声，下方“测试麦克风”进度条会随声音出现波动。

The following are the Windows 11 system settings:

以下为 windows11 系统设置：



The setup method is similar to the Windows 10 system.

设置方法类似于 windows 10 系统。

**Q12:** Under the Windows system, when using the voice function, can see the "small microphone" logo jumping up and down, but no text appears.

**Q12:** Windows 系统下，使用语音功能时，能看到“小话筒”标志上下跳动，但没有文字出现。

**A12:** This situation means that the mouse's microphone can receive sound, but cannot perform conversion and writing.

Please check the system security software & antivirus



software to see if the mouse program is blocked from running.

**A12:** 这种情况说明鼠标的麦克风能够接收到声音，但无法执行转化和写入。请检查系统安全软件&杀毒软件，查看是否阻止了鼠标程序的运行。

For example, for Kaspersky Internet Security, when installing the app for the first time, the following prompt will pop up:  
例如，对于卡巴斯基安全软件，在第一次安装 APP 时，会弹出如下提示：



At this time, Kaspersky Internet Security is asking the user whether to allow the mouse APP to receive audio streams,

and should select "Allow", otherwise, the mouse's intelligent voice function will not work normally.

此时，卡巴斯基安全软件在询问用户，是否允许鼠标的 APP 接收音频流，应当选择“允许”，否则，鼠标的智能语音功能将无法正常使用。

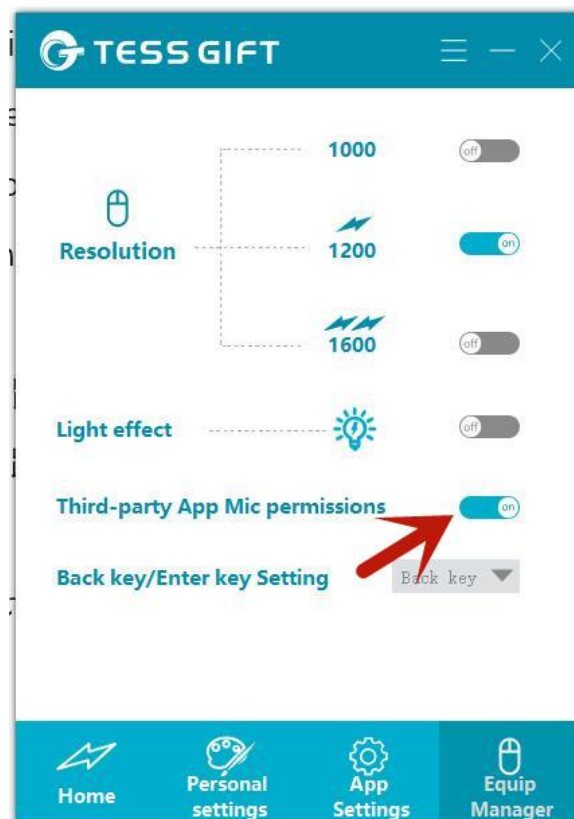
**Q13:** Under the Windows system, the voice function can be used normally. However, other software that requires voice input cannot be used.

**Q13:** Windows 系统下，能够正常使用语音功能。但是，无法使用其他需要语音输入的软件。

**A13:** You can enable the third-party application software to use the mouse's microphone by following the path of "Device Management - Third-party Application Microphone Permission" in the mouse APP. At this time, the microphone of the mouse will no longer be a dedicated microphone of the mouse, but will become a part of the microphone of the computer and can also be used by other application software.

**A13:** 可以在鼠标的 APP 中，按照“设备管理 – 第三方应用麦克风权限”路径，开启第三方应用软件对鼠标的麦克风使用权。此时，鼠标的麦克风将不再是鼠标专用的麦克风，

而是会成为计算机麦克风的一部分，也可以被其他应用软件使用。



**Q14:** When using the text translation function, sometimes there will be a malfunction or "translation error".

**Q14:** 使用划词翻译功能时，有时候会出现失灵或者“翻译错误”的情况。

**A14:** The text translation function needs to borrow the system clipboard function. Occasionally, malfunctions occur when other programs occupy the system clipboard. Just turn off the text translation function in the APP, and then turn it on again. If it still can't be solved, can consider exiting

the APP and re-entering. The text translation function is connected to the Google translation engine. Occasionally, special characters may not be recognized. If you get a "translation error" prompt, consider skipping the special symbols and just translating the text.

**A14:** 划词翻译功能，需要借用系统剪贴板功能。有时候，当其他程序占用系统剪贴板时，会出现失灵的现象。只需要在 APP 把划词翻译功能关闭，然后再打开，就可以了。如果还不能解决，可以考虑退出 APP，再重新进入。划词翻译功能连接谷歌翻译引擎，偶尔遇到特殊字符，会有不能识别的现象。如果出现“翻译错误”提示，可以考虑略过特殊符号，只翻译文本。

**Q15:** The button of the mouse has a sound when it is clicked, can it be changed to a silent model?

**Q15:** 鼠标的按键，在点击时有声音，能否改成静音型号？

**A15:** 静音按键技术已经是成熟的技术，并不难实现。但是，静音按键的使用寿命，一般是由普通按键的 1/4 左右。如果客户需要批量定制（ $\geq 1000$ ），我们可以为客户定制一批静音型产品。

**A15:** The mute button technology is already a mature technology, and it is not difficult to achieve. However, the

service life of the mute button is generally about 1/4 of that of the ordinary button. If customers need mass customization ( $\geq 1000$ ), we can customize a batch of silent products for customers.

**Q16:** The receiver(dongle) was accidentally lost.

**Q16:** 接收器不小心丢失。

**A16:** Inform the customer to buy a new receiver, which can be used after pairing.

**A16:** 告知客户购买新的接收器，对频之后即可使用。

**Q17:** The charging cable was accidentally lost.

**Q17:** 充电线不小心丢失。

**A17:** Inform the customer that other mobile phone charging cables with the same interface can be used instead.

**A17:**告知客户，可以使用其他相同接口的手机充电线代替。

**Q18:** The battery power is not durable, and the normal use is less than a week.

**Q18:** 电池的电量不耐用，正常使用不到一周。