

Kensington® Trackball Firmware Upgrade Tool

Kensington P/N: K72337/K72500/K75327 Orbit® with Scroll Ring Trackball Wired

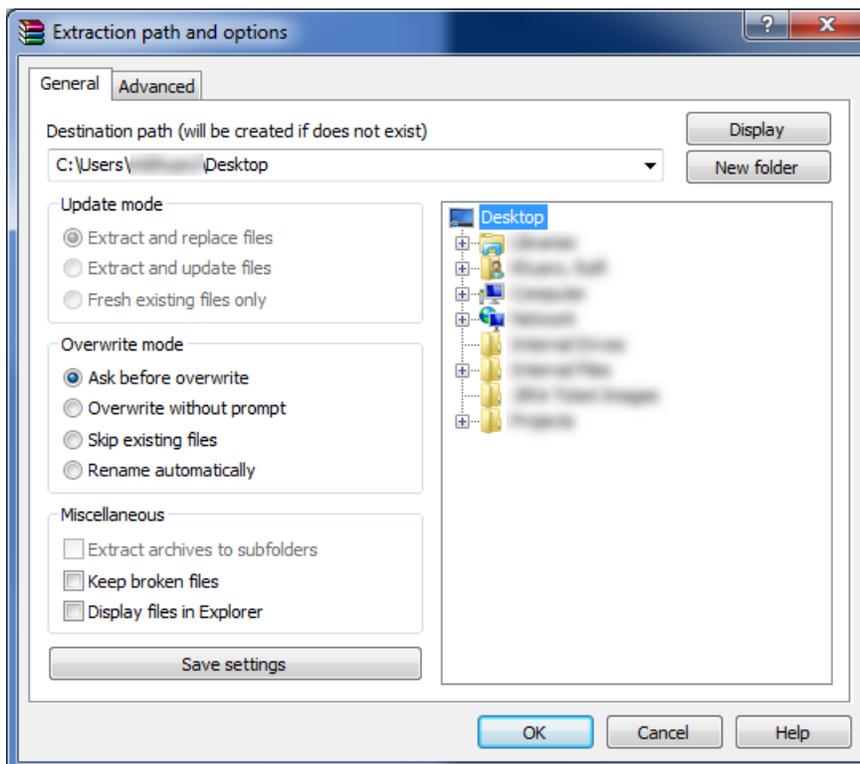
Issue Statement: If you are experiencing your cursor not moving or the trackball stops working, we recommend upgrading the firmware on your K72337/K72500/K75327 Orbit® with Scroll Ring Trackball Wired as detailed below.

Step 1

First, download the Firmware Upgrade Tool to your computer.

Step 2

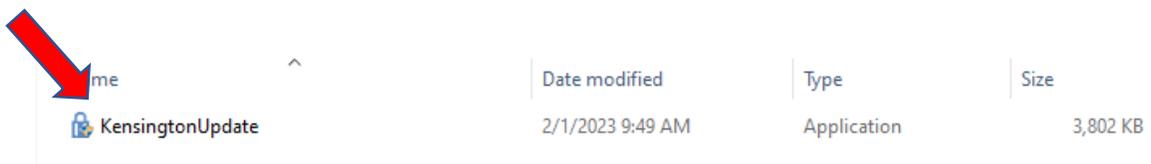
Locate the downloaded content (typically found within your “Downloads” folder), right-click it, and unzip the folder to your “Desktop” for easy access (shown below).



Step 3

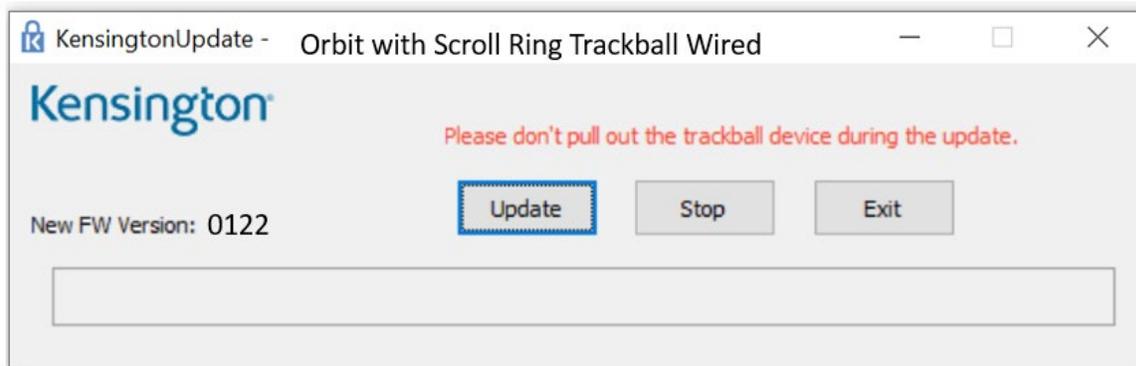
Connect your trackball to a Windows computer running Windows 7, Windows 10, or Windows 11 OS.

Step 4 Open the folder labeled “Orbit with Scroll Ring Trackball Wired_V0122” from your desktop and double-click the application file labeled “KensingtonUpdate”.



Step 5

Once the Firmware Upgrade Tool is launched, left-click the button marked “Update”.

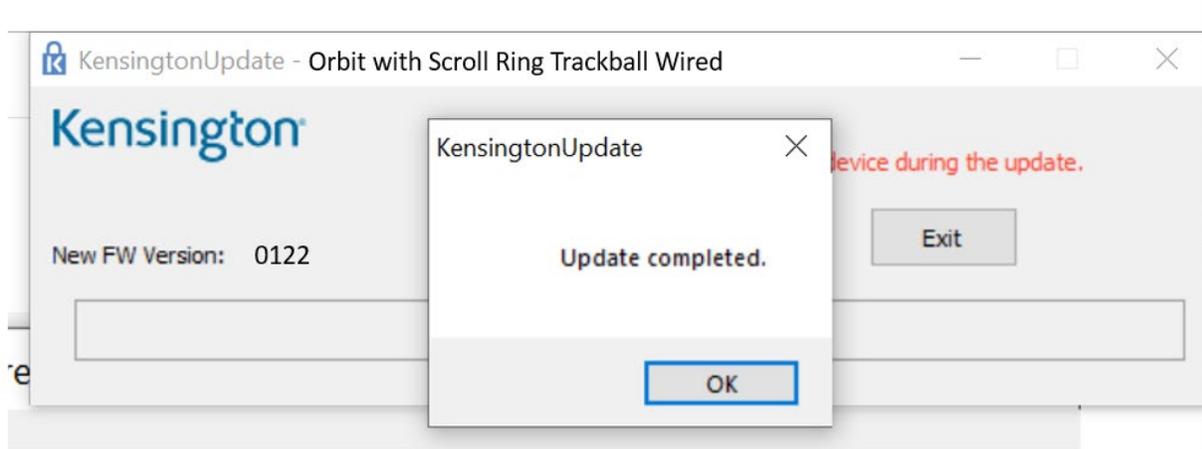


Step 6

The upgrade process may take up to five minutes to complete. During this time please do not disconnect your Orbit® with Scroll Ring Trackball Wired from the computer.

Step 7

When the firmware upgrade is complete, you will be notified as shown below.



Note: Should any additional issues arise, please do not hesitate to reach back out to our Technical Support team.