The keyboard stopped working or can't be paired

If Microsoft Modern Keyboard with Fingerprint ID isn't working, stops responding when you're typing, or doesn't appear in the list of available Bluetooth devices when you pair it, or if you see an error message during pairing, try these things.

Remove and Re-Pair Microsoft Modern Keyboard with Fingerprint ID to your Surface or Windows 10 PC.

To Remove Microsoft Modern Keyboard with Fingerprint ID:

Step 1: Go to Settings > Devices > Bluetooth & Other Devices

Step 2: Tap or Click on "BTLE Keyboard with Fingerprint ID"

TIP! While connected via USB, the keyboard will appear as USB Keyboard with Fingerprint ID in Settings. You may see both BTLE Keyboard with Fingerprint ID, and USB Keyboard with Fingerprint ID in Settings. This is normal.

Step 3: Tap or Click on Remove Device

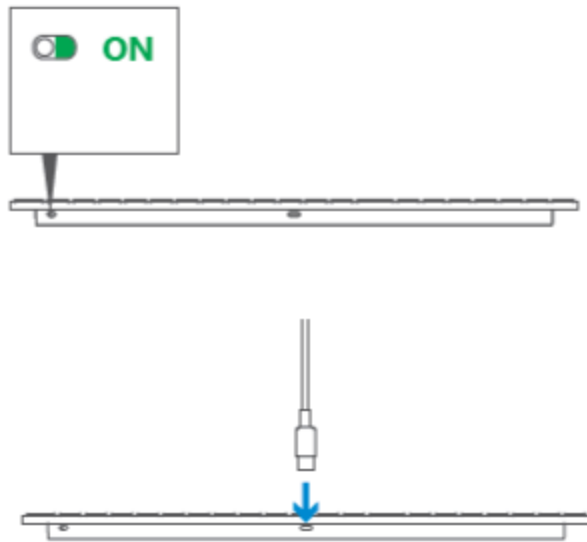To Pair Microsoft Modern Keyboard with Fingerprint ID, go here for detailed steps.

Still doesn't work? Here's what to do:

- Make sure your PC is compatible with Bluetooth 4.0 (LE). If you are unsure if your Host PC has Bluetooth 4.0 capabilities, you may need to contact your Original Equipment Manufacturer (OEM) for information.

    Microsoft Modern Keyboard with Fingerprint ID is designed to be fully functional with Windows 10 and requires a Bluetooth 4.0 connection.
- Make sure Microsoft Modern Keyboard with Fingerprint ID is Turned On, and Charged. Turn On the keyboard, and press the CapsLock, NumLock, ScrLk, or Fn keys and see if the LED light comes on. If the LED light does not come on, your keyboard may need to be charged. Plug the USB cable that came with your Microsoft Modern Keyboard with Fingerprint ID into the USB port on the keyboard, and on your Surface or Windows 10 PC to begin charging.

    TIP! While your keyboard is charging, the indicator LED above the Up Arrow key will blink. Once fully charged, the LED will become solid. If your LED is blinking red, then your batterie power is almost drained. Go here for guidance.

TIP! Microsoft Modern Keyboard with Fingerprint ID will work as a wired keyboard while you are charging.

Note If you are prompted to pair your Microsoft Modern Keyboard with Fingerprint ID upon plugging it into your Surface or Windows 10 PC, attempt to pair as that may resolve your issue.

- Turn airplane mode on and off. On the taskbar, select Action Center > Airplane mode and leave it on for 10-15 seconds, then turn it off again and pair your keyboard. If you don't see Airplane mode when you open action center, select Expand for more options.
- Turn off other Bluetooth devices connected to your PC. Having too many Bluetooth devices connected at one time can interfere with your PC's connection to the keyboard.
- Restart your PC. This will refresh the drivers.
- See if the keyboard works with another PC. If it does, then there might be a problem with the original PC you were using.
- Check for updates. Go here to learn how.

NOTE To ensure that your Microsoft Keyboards, Mice, and other Accessories receive updates, go to Settings > Update and Security > Advanced Options. On the Advanced Options screen, check the box that says, "Give me updates for other Microsoft products when I update Windows."

For more things to try, check out Troubleshooting PC Accessories.

My Fingerprint ID isn't working or responding

If the Fingerprint ID is not responding, or is displaying an error message at login, try Troubleshoot problems with Windows Hello.

The LED light on Microsoft Modern Keyboard with Fingerprint ID is flashing red

If the light above the Up-arrow key is red or doesn't turn on, the internal lithium ion battery is low, and needs to be charged. To charge Microsoft Modern Keyboard with Fingerprint ID, connect the inbox USB cable that came with your keyboard to your Surface or Windows 10 PC.
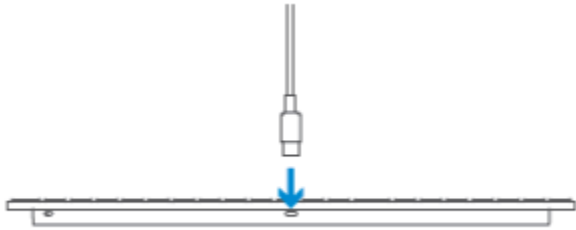
What I type on the keyboard doesn't match what I see on the screen

1. Select the Start ⊞button, and then select Settings > Time & language > Region & language.
2. Make sure the language you're using on your keyboard (the input language) matches the one you're using on your PC (the display language). To make sure your language is available for Windows, check the list of the language packs. Here's how to add an input language and switch between languages.

If none of these options work, get in touch with us.

Troubleshooting Microsoft Modern Keyboard with Fingerprint ID and Windows Hello

If you are unable to login to your Surface or Windows 10 PC using your Fingerprint ID, use the below information to help resolve your issue.

NOTE To complete these troubleshooting steps you will need to log into Windows with either your Pin, Microsoft Account Password, or Local Account Password.

TIP! If you have not yet setup a Pin, you haven't setup Windows Hello. For info on how to Setup Windows Hello, go here.

- Restart your Surface or Windows 10 PC. Restarting your PC may resolve the issue you are experiencing. Go to Start ⊞, and select Power > Restart.

- Turn Microsoft Modern Keyboard with Fingerprint ID off, then on. Restarting Microsoft Modern Keyboard with Fingerprint ID will re-establish your Bluetooth connection.
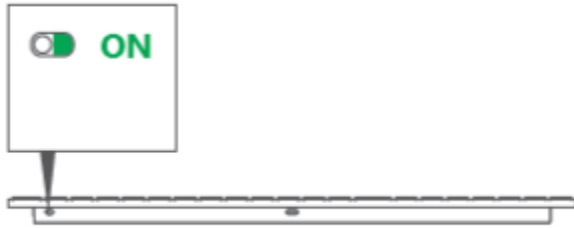
- Make sure Microsoft Modern Keyboard with Fingerprint ID is charged, and paired to your PC. To charge your Microsoft Modern Keyboard with Fingerprint ID Keyboard, connect the inbox USB cable to the keyboard and host PC.
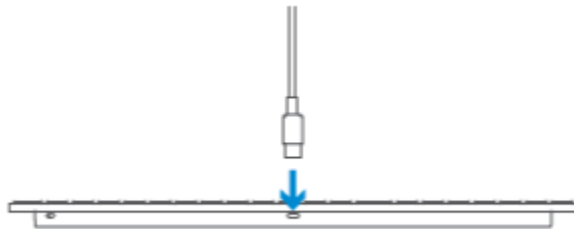
   For information on how to pair your Microsoft Modern Keyboard with Fingerprint ID Keyboard to your Surface or Windows 10 PC, go here.
- Remove Fingerprint ID, and Setup Windows Hello Again. It is possible that the original fingerprint used to set up Windows Hello is no longer available, was not recorded properly, or is not being read correctly. To correct this, removing the fingerprint that was recorded, and setting up Windows Hello again will resolve.

   To Remove your Fingerprint ID:

   Step 1: Go to Start ⊞, and select Settings > Accounts > Sign-in options.

   Step 2: Under Windows Hello > Fingerprint, tap or click on Remove.

   NOTE Once removed, only the Set up option will be available.

   To Set up Windows Hello Fingerprint ID:

   Step 1: Go to Start ⊞, and select Settings > Accounts > Sign-in options.

   Step 2: Under Windows Hello, locate the fingerprint setup option.

   Step 3: Select Set Up > Get Started.

NOTE You will be asked to enable or enter a PIN. Follow the on-screen instructions.

Step 4: Follow the on-screen instructions to scan your finger using the Fingerprint ID until Windows notifies you that the setup process is complete.

Step 5: Select Finish.

Step 6: Lock your PC (Windows + L), and attempt to log in using your fingerprint ID.

NOTE If you have already setup facial recognition, Windows Hello will default to facial recognition for login. At the log in screen, make sure to select fingerprint reader as the log in option.

TIP! You can add more than one fingerprint to your Windows Hello. To do so, tap or click on Add another after setting up your fingerprint ID.

- Check for updates. Go here to learn how.

  NOTE To ensure that your Microsoft Keyboards, Mice, and other Accessories receive updates, go to Settings > Update and Security > Advanced Options. On the Advanced Options screen, check the box that says, "Give me updates for other Microsoft products when I update Windows."
- Run the Hardware and Devices Troubleshooter. In the File Download dialog box, select Open, and follow the on-screen instructions.
- Remove and Re-Pair the keyboard to your Surface or Windows 10 PC. Re-pairing the device to the host may resolve the issue. You will need to setup Windows Hello again after the keyboard is re-paired to your Surface or Windows 10 PC. For information on how to pair and remove the keyboard, go here.
- Restore or reset your Surface or Windows 10 PC. If the fingerprint ID was working previously, then something may have changed on your PC that is causing the problem. You can run a system restore or reset Windows to go back to a time that your Fingerprint ID was working.

  For Surface PCs, go here.

  For Windows 10 PCs, go here.

If none of these options work, get in touch with us.