Microsoft Surface Pro Type Cover Troubleshooting Steps

Applies to: Surface Go, Surface Pro, Surface 3

The Surface Type Cover is a slim keyboard that has moving keys. Use it to get the speed and feel of a classic keyboard and to go from tablet to laptop.

Type Covers click magnetically into place and provide protection for your Surface touchscreen. All Surface Type Covers have a standard keyboard layout, shortcut keys, and a two-button touchpad that supports touch gestures.

Connect the Type Cover

The Type Cover attaches magnetically to your Surface. Bring the two closer together until the Type Cover aligns and clicks into place.

Once the Type Cover is connected, it stays put. When you want to remove it, just pull it away.

With some Type Covers, you can pleat the back edge up against your Surface. This provides extra stability when you're working on your lap.

Fold the Type Cover back

Fold the Type Cover back behind the screen to use your Surface as a tablet. Your Surface won't detect key presses while it's folded.

To type text while the Type Cover is folded, tap the screen anywhere you can type and the touch keyboard appears.

Close the Type Cover

The Type Cover protects the screen when you aren't using it. The screen turns off automatically when you close the Type Cover. When you open it again, press the power button on your Surface to wake it.

Note

Closing the Type Cover turns off your Surface screen only if your Type Cover and Surface are the same size. If your Type Cover and Surface are different sizes, press the power button on your Surface when you close it to save power.

Use the touchpad

The Type Cover touchpad has right-click and left-click buttons, and it supports gestures. .

Use the keyboard

Special keys and function keys

Type Covers have shortcut keys for common tasks like searching, playing audio or video, and more. The keys that appear on your Type Cover vary and depend on what model you have.

The keys on the top row of the Type Cover double as function keys when you hold down the Fn key while pressing a top-row key. The Fn keys also works in combination with other keys to do certain things.

Here are special keyboard shortcuts that use Fn keys:

Key icon	What it does
	Decreases/increases keyboard backlighting.
	Toggles audio muting on/off.
	Decreases the volume.
	Increases the volume.
▶/❚❚	Plays or pauses audio or video.
	Dims the screen.
	Brightens the screen.
	Opens Search or Cortana.
	Opens the Share panel.
	Opens Start.
	Opens a contextual menu.
Fn+Del	Increases screen brightness.
Fn+Backspace	Decreases screen brightness.
Fn+Spacebar	Places a screenshot of the entire screen or screens onto your Windows clipboard.
Fn+Alt+Spacebar	Places a screenshot of your active window onto your Windows clipboard.
Function keys	The function keys are used to perform specific tasks. They're labeled as F1, F2, F3, and so on, up to F12. The functionality of these keys differs from app to app.
Fn	Enables the function keys. A light appears on the Fn key when you've locked the keys into function mode. See below for more info about bow to lock Fn keys into function mode.

Lock keys into function mode

If you're using an app that uses function keys a lot, you can lock the top row of keys temporarily so the function keys are locked.

Here's how to lock and unlock the function keys:

- **For Type Cover, Type Cover 2, and Type Cover for Surface Pro 3**
  Hold down the **Fn** key and press the **Caps** key to lock the function keys. Hold down the **Fn** key and press the **Caps** key again to unlock them.

- **For Surface 3 Type Cover, Type Cover for Surface Pro 4, Surface Go Signature Type Cover, and Surface Pro Signature Type Cover**
  Press the **Fn** key to lock the function keys. Press the **Fn** key again to unlock them. A light appears on the Fn keys when the keys are locked into function mode.

Use the fingerprint reader

- The Surface Pro 4 Type Cover with Fingerprint ID includes a fingerprint reader that lets you sign in to your device with Windows Hello.

Add an input language to your Surface

Type Covers are available for different languages and alphabets. To see what Type Covers are available in your preferred language or alphabet, visit the Microsoft Store for that region or language.

You can set up your Surface to use additional languages and keyboard layouts.

If you're going to use your Type Cover on a different Surface, the input language settings for that Surface will apply. The language settings are associated with the Surface device itself, not the Type Cover.

Troubleshoot your Surface Type Cover or keyboard

Applies to: Surface Devices Windows 10, Windows 8.1

Before you begin troubleshooting

- Download and install the latest updates for Windows and Surface.

General troubleshooting

If you're still running into issues and need to troubleshoot your Surface Type Cover, here are some things to try.

Restart your Surface

Restart, but don't shut down, your Surface. Select **Start** > **Power** > **Restart**.

Detach and reattach your Surface Type Cover

1. Unplug your Surface and detach the Type Cover.
2. Wet a cotton swab with rubbing alcohol. (Use 95% or stronger isopropyl alcohol if possible.) Rub the cotton swab back and forth over the six circular magnets on the Type Cover connector. After you're done, make sure the pins are dry and that no cotton fibers remain on the connector. Then clean the connector on your Surface.
3. Reattach the Type Cover, making sure that all the magnets touch the bottom edge of your Surface.

Reinstall the Surface Type Cover driver

If shutting down doesn't fix the problem, try reinstalling the driver for your Surface Type Cover.

1. In the search box on the taskbar, type **device manager**, and select **Device Manager** in the results.
2. Expand **Keyboards**.
3. Right-click **Surface Type Cover Filter Device**.
4. Select **Uninstall** > **OK**.
5. Restart your Surface. It'll automatically download and install the Surface Type Cover driver the next time you connect to the Internet.

Troubleshooting specific problems

If you've tried the general fixes and have identified a specific problem with your Surface Type Cover, one of the following might help.

The keys don't work, but the touchpad does

Make sure Filter Keys are turned off

If the touchpad works but the keys on your keyboard or Type Cover don't respond, it's possible an Ease of Access setting, such as Filter Keys, Sticky Keys, or Mouse Keys, is turned on.

The touchpad doesn't work, but the keys do

Make sure the touchpad is on

You'll need to know what kind of Surface or Type Cover you have in order to check.

If you have one of these Type Covers	And one of these Surface models	Attach the Type Cover and
Touch Cover 2 Type Cover 2 Power Cover Type Cover for Surface Pro 3 Surface 3 Type Cover Type Cover for Surface Pro 4 Surface Pro 4 Type Cover with Fingerprint ID	Surface Pro Surface Pro 2 Surface Pro 3 Surface 3 Surface Pro 4 Surface Pro (5th Gen)	Go to **Start** > **Settings** > **Devices** > **Touchpad**.
Touch Cover (early model) Type Cover (early model) Surface Pro Signature Type Cover	Surface Pro Surface Pro 2 Surface Pro 3	To help prevent the cursor from moving accidentally while you type, set the delay: Go to **Start** >**Settings** > **Devices** > **Touchpad**.

The touchpad doesn't respond right away after I've been typing

By default, there's a delay in the touchpads responsiveness while you're using the keyboard that way, if you accidentally brush against the touchpad while you're typing, you won't move the cursor when you didn't mean to. But if you want the touchpad to respond right away (say while you're playing a game or using certain apps), here's how to change the sensitivity.

Select **Start** > **Settings** > **Devices** > **Touchpad**. Under **Touchpad sensitivity**, select **High sensitivity** or **Most sensitive**.

Note

You might want to change the touchpad sensitivity back to Medium when you're going to be doing a lot of typing.

What I type isn't what I see on the screen

Solution 1: Check your keyboard language settings

1. Select **Start** > **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). Then select the language, select **Options** and ensure the correct keyboard layout is added. To make sure your language is available for Windows, check the list of the language packs.

Solution 2: Check your Sticky Keys setting

You'll find them in Ease of Access settings.

I'm having trouble with backlighting or the brightness keys

Adjust the keyboard backlighting

To decrease the backlighting brightness, press the key on your keyboard. To increase it, press the key.

Notes

- If you don't see these keys on your keyboard, it doesn't have backlighting. The and keys on the Surface Type Cover control brightness for the keyboard backlighting only.
- On some Surface models, you can use the and keys to dim or brighten the screen.

Nothing on my Surface Type Cover works

Reset your Surface

Sometimes, resetting your device can fix problems with accessories. If you reset your device, your device will:

- Remove all your personal settings
- Remove all apps that you installed

- Give you the option of keeping or removing your personal files

The fingerprint reader on my Surface Type Cover isn't working

If you're having problems with the fingerprint reader on your Surface Pro 4 Type Cover with Fingerprint ID, see Troubleshoot problems with Windows Hello on Surface.

Notes

- Surface Pro 4 Type Cover with Fingerprint ID isn't available in all countries and regions.
- The fingerprint reader on Surface Pro 4 Keyboard with Fingerprint ID only works with Surface Pro 3, Surface Pro 4, and Surface Pro (5th Gen) devices running Windows 10. If you have a different Surface, you can still use the Cover to type.