iKey

iKey Troubleshooting Tips

iKey BT-80-TP Bluetooth Keyboard

How to Pair using Windows 8

- 1) In Windows, Open Bluetooth menu by: Navigate to Start Menu, Click Search Function, Search for "Bluetooth", click "Bluetooth Settings"
- 2) Ensure Bluetooth is ON RED BOX



- 1) Turn on BT-80-TP by holding the "Power" Symbol in the top right corner for 3 seconds and release, Red LED should blink 3 times **BLUE BOX**
- 2) To Pair: Press and hold "Bluetooth" button, Blue LED should start blinking, release button GREEN BOX





- 3) In the Bluetooth menu of Windows 8, "iKey Bluetooth Keyboard Ready to pair" should appear RED BOX
- 4) Click "Pair" **BLUE BOX**

$igodoldsymbol{igodoldsymbol{eta}}$ PC and devices	 Manage Bluetooth devices
Lock screen	Bluetooth On
Display	Your PC is searching for and can be discovered by Bluetooth devices.
Bluetooth	IKEY Bluetooth Keyboard Ready to pair
Devices	Pair
Mouse and touchpad	

5) A passcode should appear



- 6) Type this code on the BT-80-TP and press "Enter"
- 7) Keyboard should now be paired, test by pressing "Caps Lock" or "Num Lock", LED indicator should come on if paired.
- 8) Keyboard will go into "Low Power" mode after 15-20 seconds of no action.
 - a. LED indicators will shut off
 - b. To wake simple press any button on the keyboard, LED indicators will illuminate (If applicable).

How to Pair using Windows 10

- 1) In Windows, Open Bluetooth menu by: Navigate to Start Menu, Click Search Function, Search for "Bluetooth", click "Bluetooth Settings"
- 2) Ensure Bluetooth is ON Red Box

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3) Click "Add Bluetooth or other device" - Blue Box

E C D Filters V		
Best match	Settings	×
Bluetooth and other devices settings System settings	ഹ Home	Bluetooth & other devices
Settings 🖵 Night light	Find a setting	+ Add Bluetooth or other device
 ✤ Airplane mode ♥ Dynamic lock status 	I Bluetooth & other devices	Bluetooth On
G Narrator cursor settings	日 Printers & scanners	Now discoverable
G Show the Narrator cursor on the screen	☐ Touchpad	Mouse, keyboard, & pen
Store (2)	Typing Pen & Windows Ink	USB Receiver
Documents (2+)		
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- 4) Turn on BT-80-TP by holding the "Power" Symbol in the top right corner for 3 seconds and release, Red LED should blink 3 times **BLUE BOX**
- 5) To Pair: Press and hold "Bluetooth" button, Blue LED should start blinking, release button GREEN BOX





6) In the Bluetooth menu of Windows 8, "iKey Bluetooth Keyboard" should appear, click on the keyboard to pair and a code will appear



- 7) Type the code into your iKey keyboard and press enter
- 8) Keyboard should now be paired, test by pressing "Caps Lock" or "Num Lock", LED indicator should come on if paired.
- 9) Keyboard will go into "Low Power" mode after 15-20 seconds of no action.
 - a. LED indicators will shut off
 - b. To wake simple press any button on the keyboard, LED indicators will illuminate (If applicable).



Power Cycle Bluetooth Keyboard

- 1) Power OFF the keyboard, press and hold Power button until LED blinks once.
 - a. If the Indicator blinks 3 times, the keyboard was initially OFF and is now ON. Revert back to Step 1.
- 2) Wait 30 seconds and power ON keyboard, press and hold Power button until LED blinks 3 times.

Low Power Mode

- When the keyboard enters low power mode, all communication will stop, any ON LED indicators (Caps, Scroll, Num Lock) will turn off
- To wake the keyboard simply press any button except for the power or Bluetooth button
- Simple test to ensure communication is restored: toggle Caps, Num, or Scroll lock. LED indicator will only illuminate if the keyboard is connected to the computer via Bluetooth

Removing Device from Bluetooth

- 1) In Windows, Open Bluetooth menu by: Navigate to Start Menu, Click Search Function, Search for "Bluetooth", click "Bluetooth Settings"
- 2) Menu should show a "IKEY Bluetooth Keyboard Connected" device
- 3) Click the keyboard to show "Remove Device"
- 4) Click "Remove Device" RED BOX
- 5) NOTE: Windows 8/8.1 has a bug where this may not work, if this does not remove the device follow the instructions below for "Force Deleting Bluetooth Devices"

Manage Bluetooth devices

Bluetooth On		
Your PC is s	earching for and can be discovered by Blu	ietooth devices.
IKI Co	EY Bluetooth Keyboard	emove device



Force Deleting Bluetooth Devices

- 1) Navigate to the "Control Panel" by searching for "Control", click "Control Panel"
- 2) Open "Device Manager"
- 3) Click "View" at the top of the page to open the View Menu BLUE BOX
 - a. Ensure "Show Hidden Devices" is selected i.e. A check mark will appear if the option is ON

4		
File Action	View	Help

- 4) In Device Manager expand "Bluetooth" RED BOX
- 5) Right click on the IKEY Bluetooth Keyboard to be removed and select "Uninstall" Green Arrow
 - Audio inputs and outputs Batteries Biometric devices Bluetooth Broadcom BCM20702 Bluetooth 4.0 USB Device 🚯 IKEY Bluetooth Keyboard ← Intel(R) Wireless Bluetooth(R) 4.0 + HS Adapter Microsoft Bluetooth Enumerator Microsoft Bluetooth Enumerator Microsoft Bluetooth LE Enumerator Microsoft Bluetooth LE Enumerator Bluetooth Auxiliary Image: Second Disk drives Display adapters DVD/CD-ROM drives Human Interface Devices IDE ATA/ATAPI controllers Imaging devices Keyboards

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Troubleshooting Tips

- Issue: Keyboard connects but Touchpad and Mouse buttons do not work
 - o Symptoms: Keyboard functions normally, touchpad does not work, mouse buttons do not work
 - Troubleshooting:
 - 1) Ensure keyboard is "awake" by pressing any keyboard button.
 - 2) Toggle "Caps Lock" to ensure keyboard is awake i.e. LED indicator will toggle if the keyboard is connected to a computer
 - 3) Power Cycle Bluetooth Keyboard
 - 4) Test keyboard function, test touchpad function
- Issue: Keyboard does not work after pairing
 - o Symptoms: Computer states keyboard has been paired but keyboard does not function
 - Troubleshooting:
 - 1) Power Cycle Bluetooth Keyboard and test functionality
 - 2) If issue remains, remove device from computer
 - 3) Follow instructions for Removing Device from Bluetooth
 - 4) Reconnect keyboard to the computer
- Issue: Keyboard pairs but touchpad is jumpy
 - o Symptoms: keyboard functions, touchpad has a delay and results in jumping cursor
 - Troubleshooting:
 - 1) Power Cycle Bluetooth Keyboard
 - 2) If issue remains, remove device from computer
 - 3) Follow instructions for Removing Device from Bluetooth
 - 4) Reconnect keyboard to the computer



• Issue: No option to input passcode when reconnecting

- Symptoms: Computer states : "Enter the passcode for your keyboard"
- Troubleshooting Ideas:

Windows 8

- 1) Click the phrase "Or, try entering a passcode on it." To reveal the passcode- Red Box
- 2) Enter passcode on keyboard and press enter

Enter the passcode for your keyboard			
Enter the passcode for your keyboard			
	You might need to enter the same passcode into the keyboard. Or, try entering a passcode on it.		
	Next		

Windows 10

- 1) Type in a passcode on the computer with the on screen keyboard or another input device
- 2) Type in the same code on the BT-80-TP keyboard and press Enter

Add a	device	×		
Add a device				
Make sure your device is turned on and discoverable. Select a device below to connect.				
IKEY Bluetooth Keyboard Connecting Enter the PIN for IKEY Bluetooth Keyboard.				
	1234	×		
	Connect	Cancel		

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- Issue: keyboard will not connect to Bluetooth
- Symptoms: computer does not see keyboard. Keyboard will not pair.
- Troubleshooting Ideas:
 - 1) Ensure Bluetooth is turned ON
 - 2) Power Cycle Bluetooth Keyboard
 - 3) Press and hold Bluetooth button until LED starts to flash then release button
- Issue: Keyboard will not stay connected to Bluetooth
 - Symptoms: keyboard pairs but connection drops out consistently.
 - Troubleshooting Ideas:
 - 1) Please note the keyboard will go into low power mode after 15-20 seconds of no action
 - 2) Ensure Keyboard is charged and the Low Batt indicator is not illuminated
 - 3) Wake the keyboard by pressing any button on the keyboard
 - 4) Suggestions: delete any paired devices in the Bluetooth settings menu, restart the computer, and then attempt to re-pair keyboard.

• Issue: Keyboard wont charge

- Symptoms: keyboard is connected to USB charging source via supplied microUSB cable but does not indicate keyboard is charging (LED does not illuminate orange).
- Troubleshooting Ideas:
 - 1) Connect keyboard to a different power source
 - 2) Try a different charging cable

• Issue: Keyboard will not stay charged

- Symptoms: after charging, keyboard battery life drains dramatically under normal use. After charging, keyboard displays low battery.
- Troubleshooting Ideas:
 - 1) Ensure keyboard is fully charged (charging LED will go off once finished).
 - 2) If keyboard will not charge refer to steps above for "Keyboard wont charge".