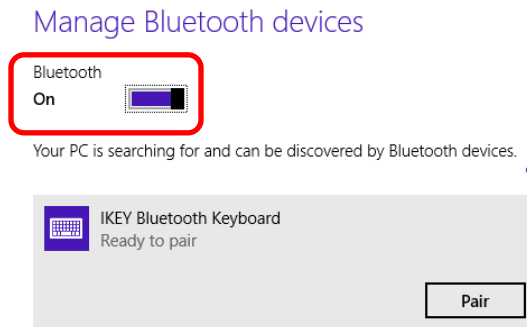
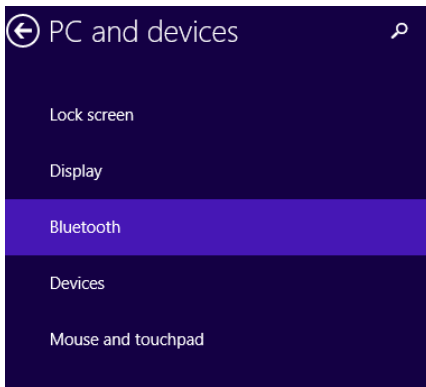


# iKey Troubleshooting Tips

## iKey BT-80-TP Bluetooth Keyboard

### How to Pair using Windows 8

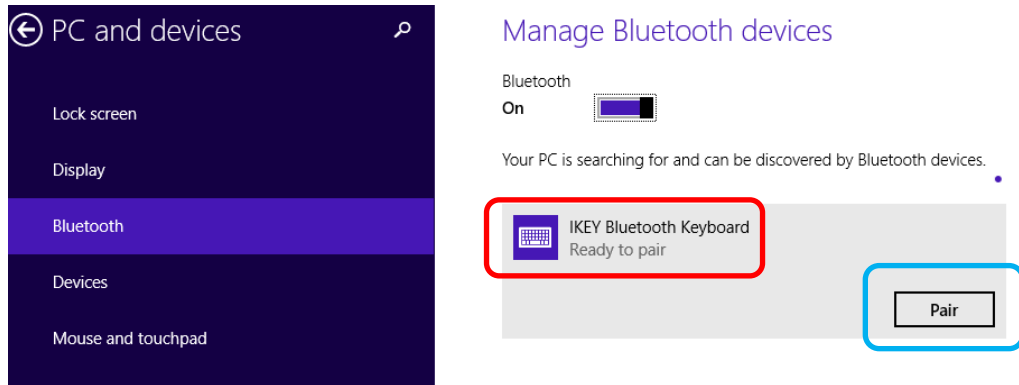
- 1) In Windows, Open Bluetooth menu by: Navigate to Start Menu, Click Search Function, Search for “Bluetooth”, click “Bluetooth Settings”
- 2) Ensure Bluetooth is ON – **RED BOX**



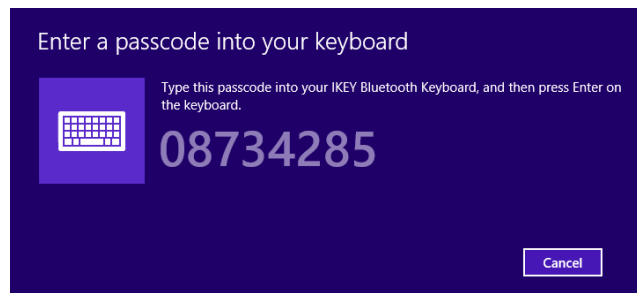
- 1) Turn on BT-80-TP by holding the “Power” Symbol in the top right corner for 3 seconds and release, Red LED should blink 3 times – **BLUE BOX**
- 2) To Pair: Press and hold “Bluetooth” button, Blue LED should start blinking, release button – **GREEN BOX**



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



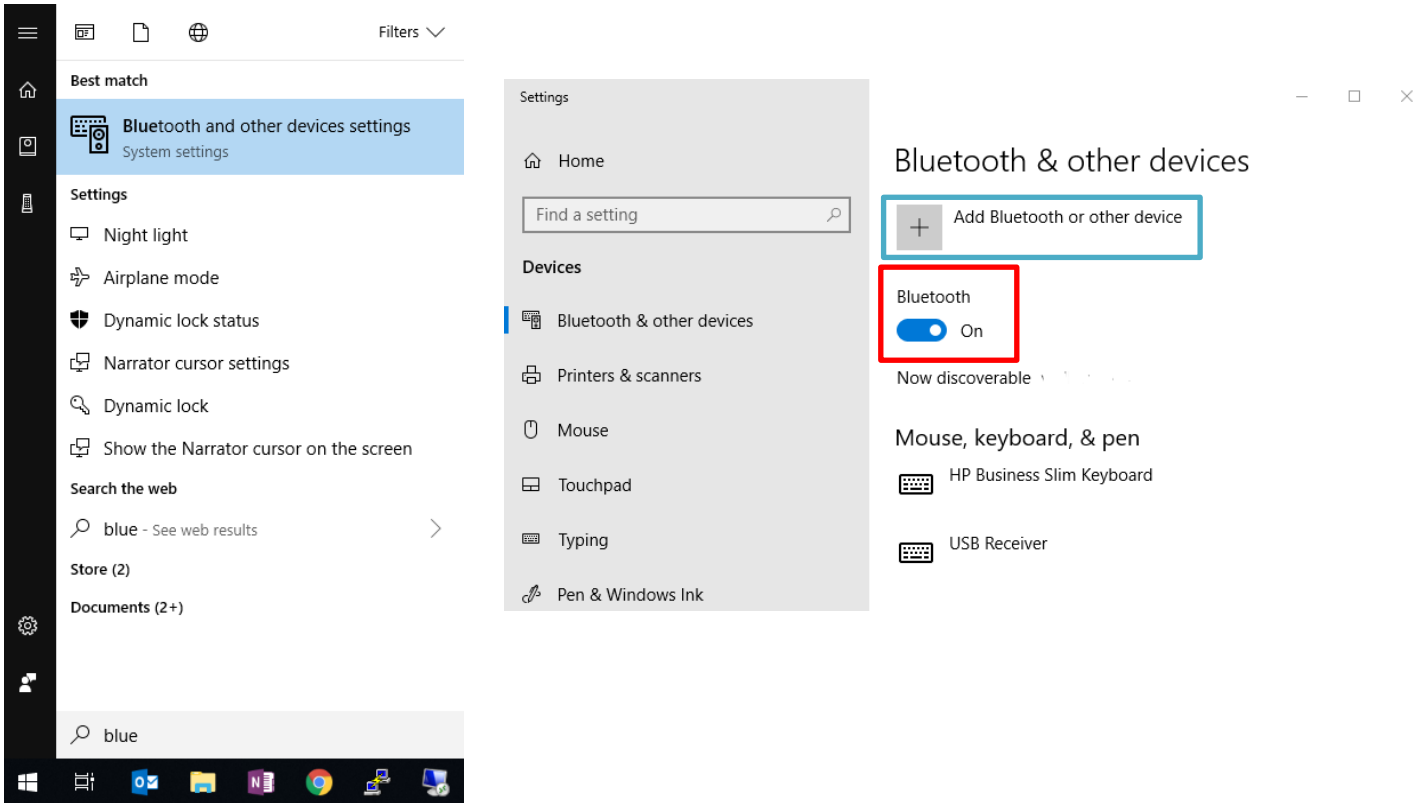
- 5) A passcode should appear



- 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

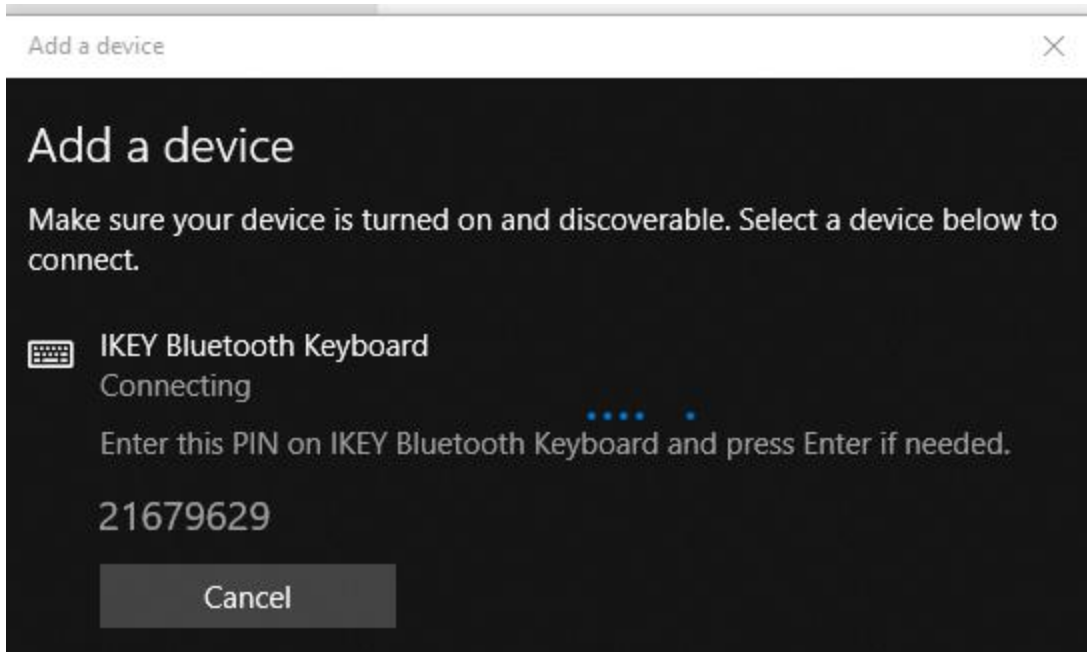
- 1) In Windows, Open Bluetooth menu by: Navigate to Start Menu, Click Search Function, Search for “Bluetooth”, click “Bluetooth Settings”
- 2) Ensure Bluetooth is ON – **Red Box**
- 3) Click “Add Bluetooth or other device” – **Blue Box**



- 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 simply 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.

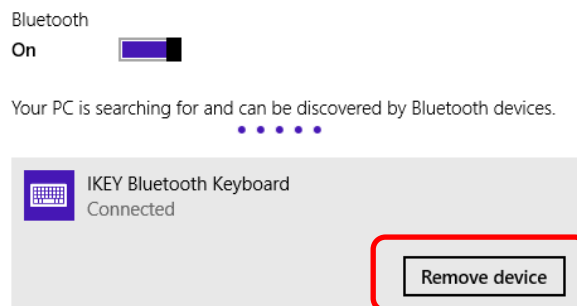
## Low Power Mode

- 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

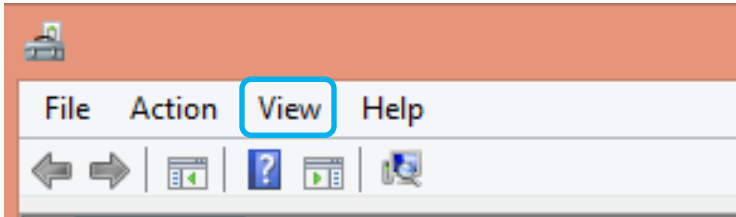
- 1) In Windows, Open Bluetooth menu by: Navigate to Start Menu, Click Search Function, Search for “Bluetooth”, click “Bluetooth Settings”
- 2) Menu should show a “IKEY Bluetooth Keyboard – Connected” device
- 3) Click the keyboard to show “Remove Device”
- 4) Click “Remove Device” – **RED BOX**
- 5) 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

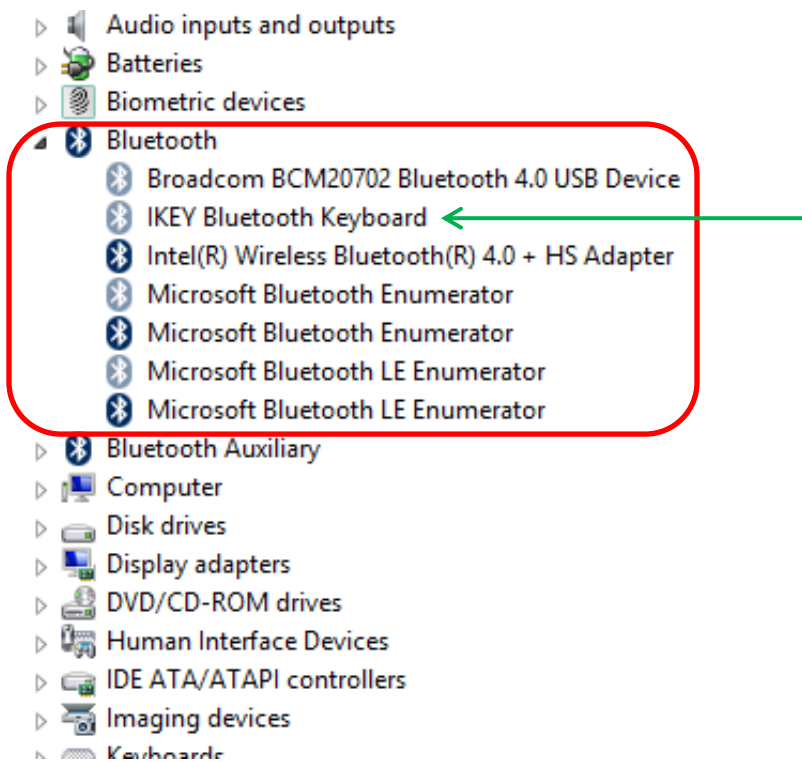


## Force Deleting Bluetooth Devices

- 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) In Device Manager expand “Bluetooth” – **RED BOX**
- 5) Right click on the IKEY Bluetooth Keyboard to be removed and select “Uninstall” – **Green Arrow**



## Troubleshooting Tips

- **Issue: Keyboard connects but Touchpad and Mouse buttons do not work**
  - 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**
  - 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**
  - 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:

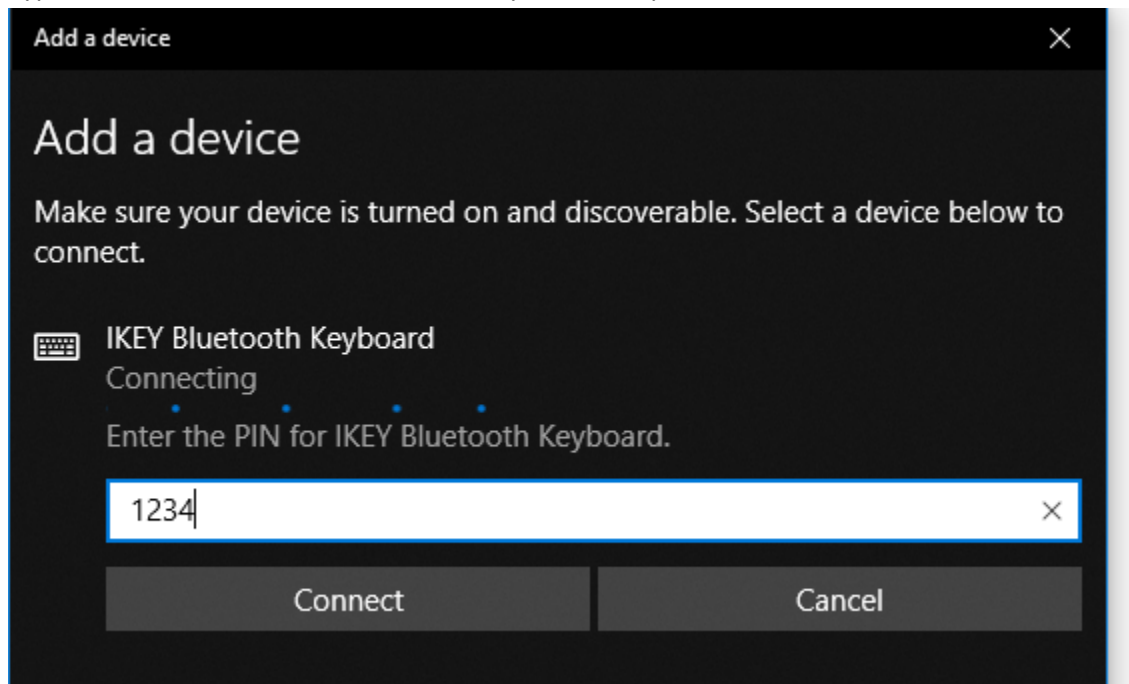
### Windows 8

- 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



### 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





- **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”.