

1. What to do if the keyboard has no response?

For PS/2 Connection:

1. Turn off the PC first
2. Plug in the device when the PC is off
3. Turn on the PC when the device is plugged in

For USB Connection:

1. Plug in the USB cable when Windows is fully loaded
2. Connect the USB cable or ports with any adapter, hub, or switch is not recommended

If all connections are secured and one of the following issues takes place, then it could be a defective item:

- Keyboard has no response at all
- The pins in the connector are bent or damaged
- An error message indicates that the device is malfunction
- An error message indicates that the device cannot be recognized

2. What to do if the keyboard goes into sleep mode and does not wake up?

In order to save the power for the keyboard, the unit will go into sleep mode while it is inactivated. You can simply press any key but the trackball or touchpad to wake it up.

If the unit cannot be woken up by pressing any key, try to re-synchronize the keyboard or adjust USB Power Setting as following:

For Windows XP:

1. Right-click the "My Computer" icon on your desktop. Select "Properties" from the menu options.
2. Click the "Hardware" tab in the screen that is displayed. At the bottom of this window, click the "Device Manager" button.

3. Click the "USB Device" from the list of hardware devices on your computer. This expands the tree that lists a selection of drivers.
4. Double-click the "USB Root Hub" device. This opens a new window.
5. Click the "Power Management" tab. This is where any power options are changed for the corresponding USB port.
6. Uncheck the box that is labeled "Allow the computer to turn off this device to save power", then click "Ok" to save changes.
7. Do the same for any other "USB Root Hub" devices listed in Device Manager.
8. Once the settings are completed, close the "Properties" window.
9. Then back to "Device Manager" -> "Keyboards" -> Right click on "HID Keyboard Device"
10. Go to "Properties" -> "Power Management"
11. (If available,) Uncheck the box that is labeled "Allow the computer to turn off this device to save power."
12. Check the box "Allow the device to wake the computer", then click "Ok" to save changes.

For Windows Vista/ 7:

1. Go to "Control Panel" -> "Power Options"
2. In the "Preferred plans", select "Balance"
3. Click on "Change plan settings" for "Balance"
4. Click on "Change advanced power settings"
5. Go to "USB settings" -> "USB selective suspend setting"
6. Set "Settings" to "DISABLED", then click "Ok" to save changes.
7. Go to "Device Manager" -> "Keyboards" -> Right click on "HID Keyboard Device"
8. (If available,) Uncheck the box that is labeled "Allow the computer to turn off this device to save power."
9. Check the box "Allow the device to wake the computer", then click "Ok" to save changes.

3. What to do if the keyboard types the wrong character?

If the keyboard types the same character repeatedly or the character around it, please try the following:

1. Use the air duster to clean the gap between each key
2. Pop off the key cap and check if anything stuck under the key
3. Clean any dust between the key cap and the keyboard
4. Adjust the the key to a proper position

4. What to do if the keyboard touchpad behaves strangely and where is the driver?

The device is designed as plug-and-play which has no driver available for installation and customized settings.

If the device still doesn't work properly when using with another PC, then it could be defective.

5. What to do if the keyboard keeps losing connection?

If you need to frequently connect your keyboard, try the following:

- Insert the connector directly into the port on the back of PC without any adapter, hub, or switch
- Try the device with other PC to see if same issue persists
- Plug the device as the instruction below:

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For USB Connection:

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6. What to do if the keyboard key is damaged or missing?

If the keyboard is under the one-year manufacturer's warranty, please send an email with keyboard model number and serial number either to [Adesso RMA Dept.](#) or [Adesso Tech Support](#). One of our agents will be able to help you and ship you a replacement dongle.

If the keyboard is out of the one-year manufacturer's warranty, please visit the [Adesso e-shop](#) for more wireless dongle purchasing information.

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7. What to do if the tablet is proved to be defective?

Please go to [RMA Online Request](#)

Simply register and log in after you activate your account via email, you will see an online form for you. Kindly fill out the RMA form and submit it. One of our agents will take care of your case soon or contact [Adesso RMA Dept.](#) for more information.

Noted:

Please make sure that you have a copy of either the proof of purchase, confirmation e-mail or receipt for RMA/ Warranty Services

If the device is purchased within 30 days from vendor other than Adesso Inc., the defective product needs to be returned/exchanged through the vendor

Adesso Inc. cannot exchange for upgrade or downgrade

Make sure you have the serial number and the model number of the product ready for a faster process

No shipments can be made to shipping addresses outside of the continental United States.

According to the company return policy, Adesso cannot accept any returns or exchanges outside the USA, which are not purchased from Adesso directly. The one year product warranty only covers inside of the continental United States; therefore, no shipments can be made to shipping addresses outside of the continental United States.