TROUBLESHOOTING

1. What should I do if the Belkin QODE™ Ultimate Keyboard Case keys won't register on my iPad®?

If your Belkin keyboard isn't responding, it may have lost the Bluetooth connection. Check your iPad settings and connect to the Belkin QODE™ Ultimate Keyboard Case via Bluetooth in case the connection is lost. To learn how to connect to the Belkin QODE™ Ultimate Keyboard Case via Bluetooth, click here.

2. Why do the Search and Slideshow keys fail to work?

With the introduction of iOS7, Search and Slideshow keys no longer perform such tasks.

NOTE: Search key is now known as Spotlight in iOS7.

3. Why is my iPad freezing while using the Bluetooth keyboard?

If you have purchased a QODE™ Keyboard and upgraded your iPad to iOS 7 you may experience issues with your iPad freezing. While the issue is rare, it is not unique to Belkin Keyboards and can occur with all Bluetooth keyboards when syncing with the iPad. This is due to a functionality change in iOS 7 that was not present in iOS 6.