TROUBLESHOOTING:

Logitech Solar App is not detecting the K750 keyboard for Mac

When the Logitech Solar App isn't detecting the K750 keyboard for Mac, it may be because the:

- Keyboard is out of range
- Keyboard is not connected to the receiver
- Receiver is not securely plugged into the computer
Try either plugging your receiver into a different USB port or reconnecting it to the keyboard.

**NOTE:** For instructions on how to reconnect, see answer 25852.

Once the K750 keyboard for Mac is properly connected and being detected, it will display in the Solar App, as shown below.

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**Resolving Expose and Mission Control issues with the K750 keyboard for Mac**

- Mac OS X 10.6 and earlier
- Mac OS X 10.7 (Lion)
Mac OS X 10.6 and earlier

If you have Mac OS X 10.6 or earlier, you'll need to change the keystroke in your system preferences to use the Expose key on your keyboard.

1. Go to the **Apple Menu** and select **System Preferences**.
2. Click **Keyboard**.
3. Click the **Keyboard Shortcuts** tab.
4. From the menu on the left, select **Expose**.
5. Find **Expose > All Windows** and double click the keystroke to the right to edit it.
6. Press the **Expose/F3** key on your keyboard. A caret-arrow icon shown should display next to **All Windows**.

7. Test the **Expose** key on your keyboard to make sure your new keystroke works.

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**Mac OS X 10.7**

If you have Mac OS X 10.7 and have updated from an earlier version, your update may have kept the old keystroke. You'll need to go into the system preferences and set your system to use the default 10.7 Mission Control keystroke.

1. Go to the **Apple Menu** and select **System Preferences**.
2. Click **Keyboard**.
3. Click the **Keyboard Shortcuts** tab.
4. From the menu on the left, select **Mission Control**.
5. Click the **Restore Defaults** button in the lower right.
6. Test the **Mission Control** key on your keyboard to make sure the new keystroke works.

If the new keystroke for Mission Control in 10.7 doesn’t work:

1. Return to the **Keyboard Shortcuts** window.
2. In the Mission Control window, look for the **Mission Control** line.
3. Double click the keystroke shown on the right to edit it.
4. Press the **Expose/F3** key on your keyboard. A caret-arrow icon shown display next to **Mission Control**.
5. Test the Mission Control key on your keyboard again to check whether the new keystroke works now.

**K750 keyboard for Mac is not working or frequently loses connection**

- **Keyboard is not working**
- **Keyboard frequently stops working**
- **Before reconnecting your keyboard**
- **Reconnecting your keyboard**

**Keyboard is not working**
If your keyboard isn't working, the problem is likely a lost connection. The connection between the K750 keyboard for Mac and the USB receiver can be lost for several reasons, such as:

- Low battery levels
- Moving the USB receiver from one USB port to another
- Moving the USB receiver to another computer
- Plugging the USB receiver into a USB hub or other unsupported device such as a KVM switch (NOTE: Your USB receiver must be plugged directly into your computer.)
- Using your wireless keyboard on metal surfaces
- Radio frequency (RF) interference from other wireless devices, such as:
  - Wireless speakers
  - Computer power supplies
  - Monitors
  - Cell phones
  - Garage door openers

Try to rule out these and other possible problems sources that might be affecting your keyboard.

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**Keyboard frequently stops working**

If your keyboard frequently stops working and you keep having to reconnect it with the USB receiver, try these suggestions:

- Keep other electrical devices at least 8 inches (20 cm) away from the USB receiver
- Move the keyboard closer to the USB receiver
- Move the receiver to a different USB port on your computer

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**Before reconnecting your keyboard**

Before you try to connect your K750 keyboard for Mac with the Unifying receiver again:

1. Check the battery level by powering it off and then back on using the **ON/OFF** switch in the upper right.

   ![Power Switch](image)

   To the left of the power switch, a LED indicator light will flash. If you see a:
• **Green light:** Follow the reconnection process given below.

![Green light image]

• **Red light:** Charge the battery until the green light comes on before reconnecting the keyboard.

![Red light image]

2. Make sure the USB receiver is directly and securely plugged into a working USB port on your computer.
3. Turn your computer on and follow the process below to reconnect your keyboard.

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**Reconnecting your keyboard**

To reconnect your K750 keyboard for Mac:

1. Download the Logitech Unifying software from the [Downloads Page](#).
2. Launch the Logitech Unifying Software (Application > Utilities > Logitech Unifying Software).
3. On the Welcome screen, click **Next** to continue.
4. Follow the on-screen instructions to turn your keyboard off and then back on.
5. When your keyboard is detected, you’ll see a confirmation screen with a text field. Type a test message to make sure your keyboard is working.
6. After you've confirmed that the keyboard is working, select "Yes" and then click **Next** to continue.

7. Click **Finish** to exit the Logitech Unifying Software. Your K750 for Mac should now be connected.

**Battery light on the K750 keyboard for Mac does not stay on**

The battery indicator lights on the K750 keyboard for Mac are not meant to stay on. This is the normal behavior of the keyboard.

When the keyboard is first turned on, one of the lights next to the Check-Light button will flash. This is what the lights mean:
NOTE: To conserve power, neither battery indicator light will remain lit after the initial signal.

**K750 keyboard for Mac battery charge level shows as low in a well-lit room**

If the battery charge level of your K750 keyboard registers as low:

- Press the Light-Check button above the number pad. If the red LED lights up, the light level in the room either isn't strong enough or direct enough.
• Place the keyboard in a very well-lit room or in direct sunlight for a couple of hours to recharge it.

**Having to turn the K750 keyboard for Mac on/off to make the keyboard work again**

The K750 keyboard for Mac is powered by the ambient light in the room. When something is draining the power, your keyboard will time out after a while.

Example: A few keys are being held down by a corner of a book resting on them.

To make the keyboard work again, you'll need to turn it off and then back on.

**K750 keyboard for Mac battery unknown in Logitech Unifying Software**

In the Logitech Unifying Software > Advanced View, the battery for the K750 keyboard for MAC shows as "Unknown." This is expected for this version of the software.
You can monitor the battery status of your K750 keyboard for Mac using the Logitech Solar App instead. Press the Check-Light button found above the numpad to launch it.

NOTE: If you don't have the Solar App installed, see answer 25851 for information about downloading and using it.