logitech 2022 Folio Touch iPad User Manual

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Frequently Asked Questions

On-screen keyboard appears momentarily while typing on the Combo Touch or Folio Touch

Some customers may see the on-screen keyboard appear briefly when they type using the Combo Touch or Folio Touch keyboards. The recent Accessory Update from Apple has a fix for this issue, and will be pushed out with the following prompt:
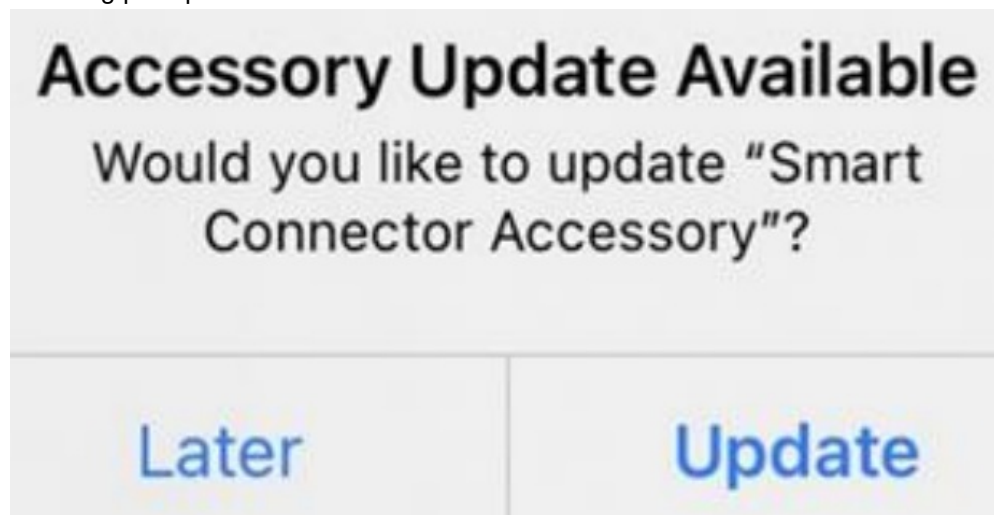
After you select **Update**, you'll see a progress notification:

Updating "Smart Connector Accessory"
5% Complete

- The update takes approximately three minutes to complete. Please refrain from using the iPad during this time. Once the update is done, the dialog box will disappear, and you can
- continue to use the iPad and keyboard.• During the update, you can put the iPad to sleep or wake it up using the power button. This will not interrupt the update.
- If you do need to interrupt the update, please disconnect the keyboard from the iPad. To use the keyboard again, you'll need to complete the update through the dialog box, following the steps above.

If you choose **Later**, the dialog box is dismissed and you can continue to use the keyboard. You will be sent a reminder at a later time or when you power cycle/disconnect and reconnect the keyboard

About the Logitech Control firmware update app

Logitech has introduced a new iPadOS app called Logitech Control that lets you update the firmware and gives you greater customization of your Logitech iPad Case. You can find this app in the App Store and download it directly onto your iPad. We recommend you install this to keep up-to-date on firmware for your device.

During firmware updates, it's **important** that you do not use the keyboard or touchpad during the process, making sure that the keyboard stays connected, and that the app is open. The best way to accomplish this is to place the device into "typing mode" on a flat surface where there is no risk that the keyboard could become disconnected.

If the keyboard disconnects or the app is closed while you are applying a firmware update, the update may not complete and some functionality of your device may be lost. If this happens, you can force the firmware update by using the following steps:

1. Open Logitech Control App — make sure you're using the newest version available in the App Store.
2. On the screen, using the **image of the keyboard within the app**, place your fingers on the **Q+W+E** buttons (as highlighted in the image below), and then touch or press the **Globe** key on the image of the keyboard (also highlighted in the image below).
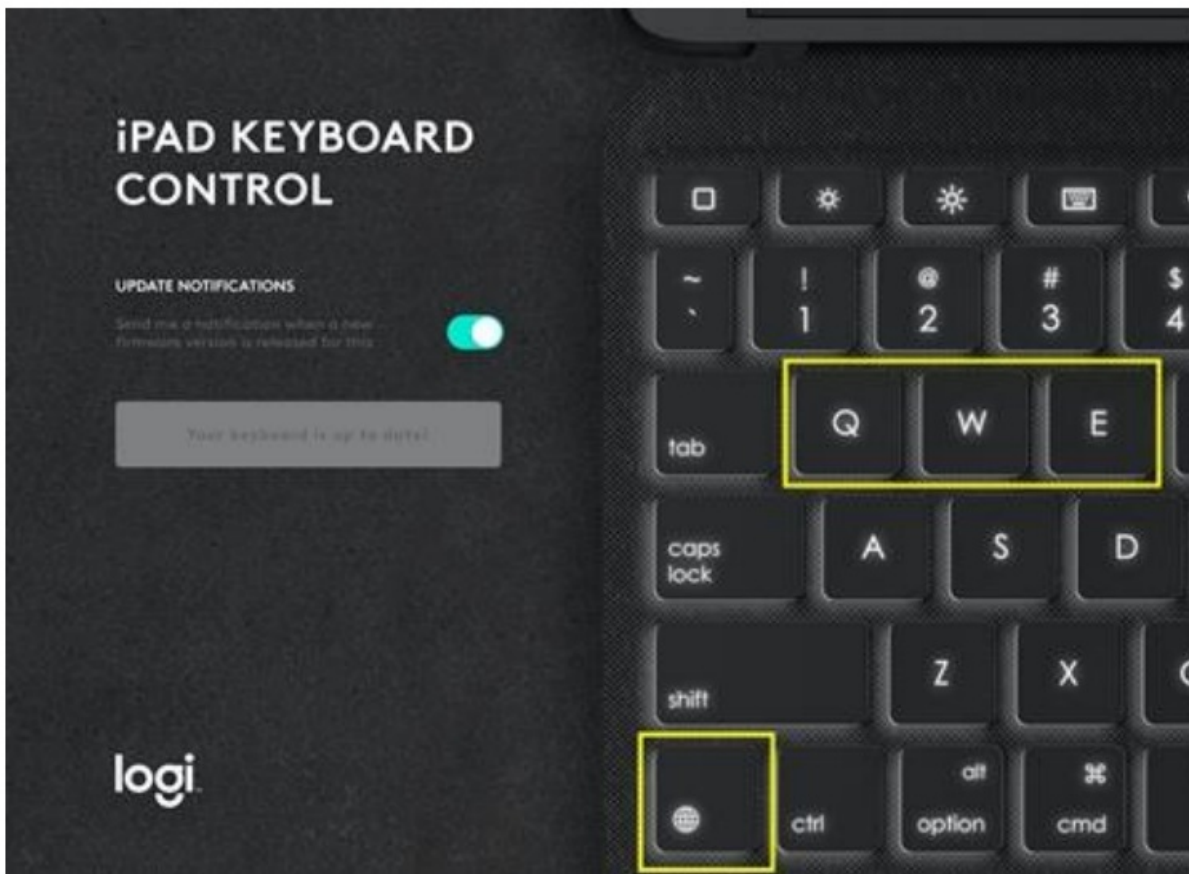
3. You will see the text below the Logi logo change to **Unlocking Firmware Update** when successful.
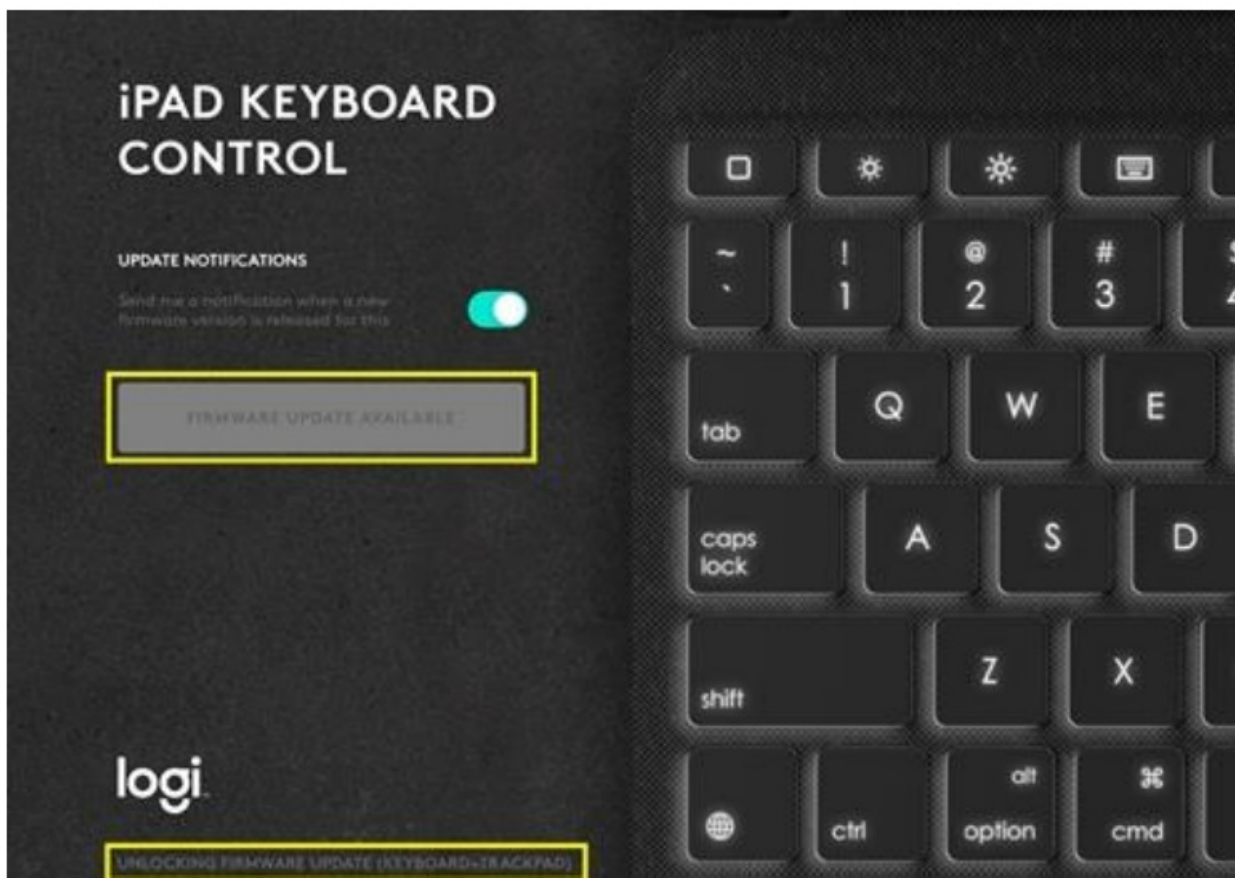
4. After "Unlocking Firmware Update" appears, tap the grayed-out **FIRMWARE UPDATE AVAILABLE** button.
5. The **New Firmware** window appears — tap **Start Update** to restart the firmware update.
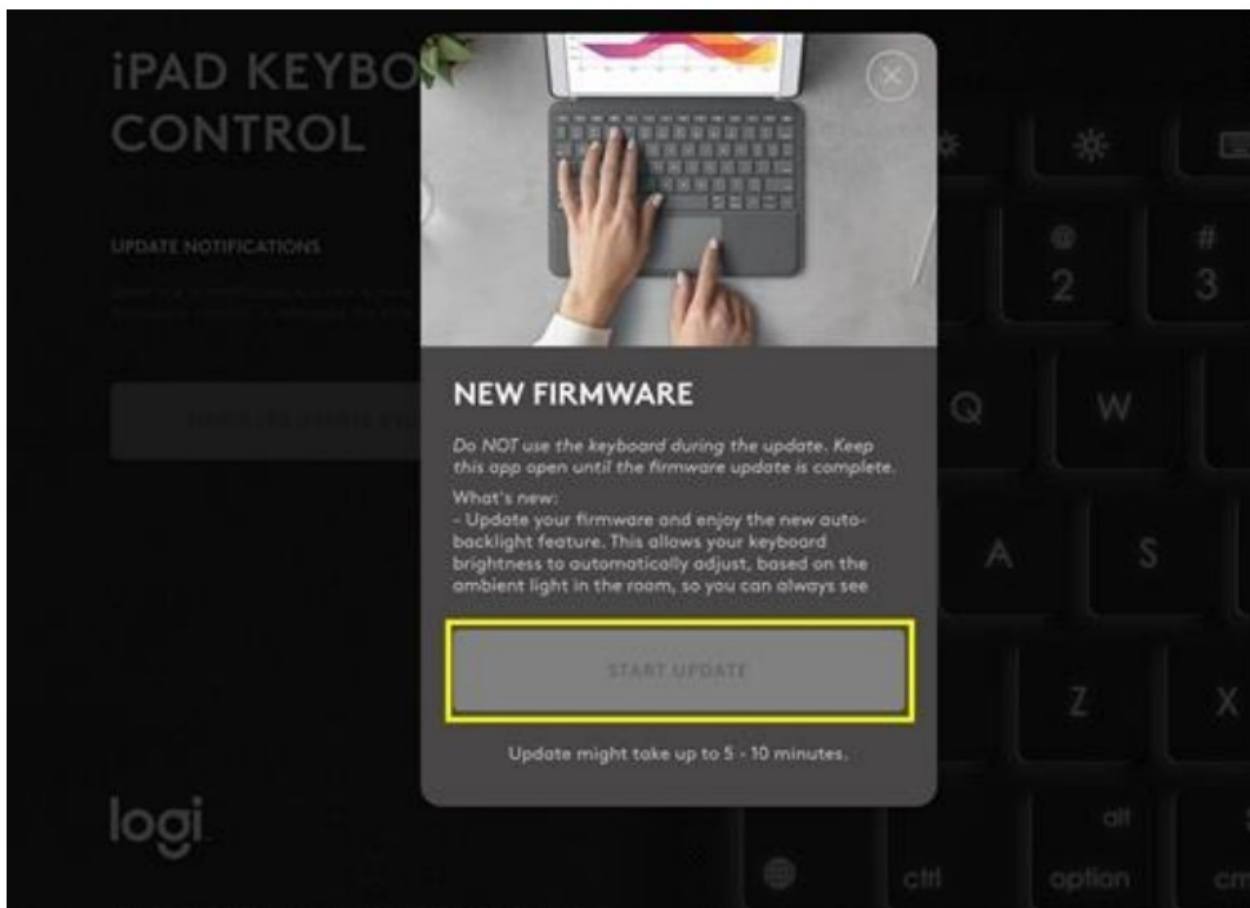
NOTE: Remember to keep the keyboard attached, the app open, and refrain from using the keyboard or touchpad during the process.

What do I need to do on my iPad to make the trackpad work?

First of all, make sure you have an iPad that is compatible with Logitech Folio Touch. Logitech Folio Touch works with the following iPad models:

Folio Touch for iPad Pro 11-inch (1st, 2nd, 3rd and 4th generation)

- iPad Pro 11-inch (1st generation) (Model: A1980, A1934, A1979, A2013)
- iPad Pro 11-inch (2nd generation) (Model:A2228,A2068,A2230,A2231)
- iPad Pro 11-inch (3rd generation) (Model:A2377,A2459,A2301,A2460)
- iPad Pro 11-inch (4th generation) (Model: A2759, A2435, A2761, A2762)

Folio Touch for iPad Pro 12.9-inch (3rd and 4th generation)

- iPad Pro 12.9-inch (3rd generation) (Model: A1876, A1895, A1983, A2014)
- iPad Pro 12.9-inch (4th generation)
- iPad Pro 12.9-inch (4th generation) (Model: A2229, A2069, A2232, A2233)

Folio Touch for iPad Air (4th and 5th generation)

- iPad Air (4th generation) (Model: A2316, A2324, A2325, A2072

- iPad Air (5th generation) (Model: A2588, A2589, A2591)

Ensure you have iPadOS 13.6 or above, as mouse and trackpad functionality was first introduced with this version. Now connect the Folio Touch with the iPad using the Smart Connector and you're ready to go.

How can I update Folio Touch firmware to the latest version?

Here's how to update the Folio Touch firmware:

- Download "Logitech Control" from the App Store on the iPad you use with the keyboard.
- Open the Logitech Control app. It will show new firmware updates if there are any.

You can download the app **here**, the app logo below, or scan the QR code with your iPad.
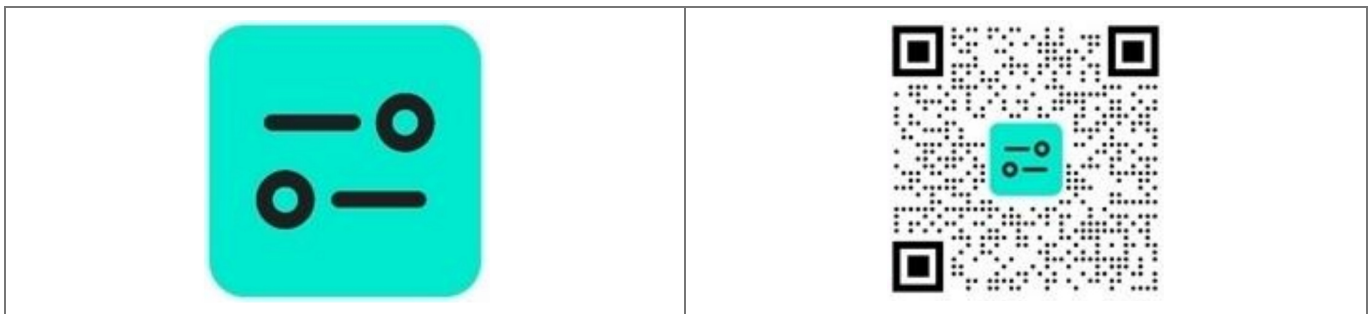
What should I do if some or all keys do not work on Folio Touch?

If you experience that the some of all the keys on Folio Touch do not work, please try the following:

Reconnect your device to the iPad and test the keyboard:

- Make sure the Smart Connector on the iPad and top of the keyboard is clean and free of debris.
- Verify that the iPad is in the case properly so that the Smart Connector aligns with the connector on the keyboard.
- Place the iPad to allow the Smart Connector to attach (there is a small magnet that will keep it in place).

If the issue persists, perform a soft reset of your iPad. To perform a soft reset:

- Press and hold the power button and the home button until the iPad restarts and the Apple logo appears.
- After rebooting, confirm that your keyboard is connected to the iPad and then test it.

Make sure your iPad is up to date with the newest iOS:

- Plug your iPad into power and connect to the internet with WiFi.
- Tap Settings > General > Software Update.
- Tap **Download** and then **Install** and follow the on-screen instructions.
- Once the updates are installed, the iPad will restart.

- Confirm that your keyboard has successfully connected and then test it.

Make sure your Logitech Folio Touch is up to date with the newest firmware:

- Download "Logitech Control" from the App Store on the iPad you use with the keyboard.
- Open the Logitech Control app. It will show new firmware updates if there are any.
- You can download the app **here**, the app logo below, or scan the QR code with your iPad.
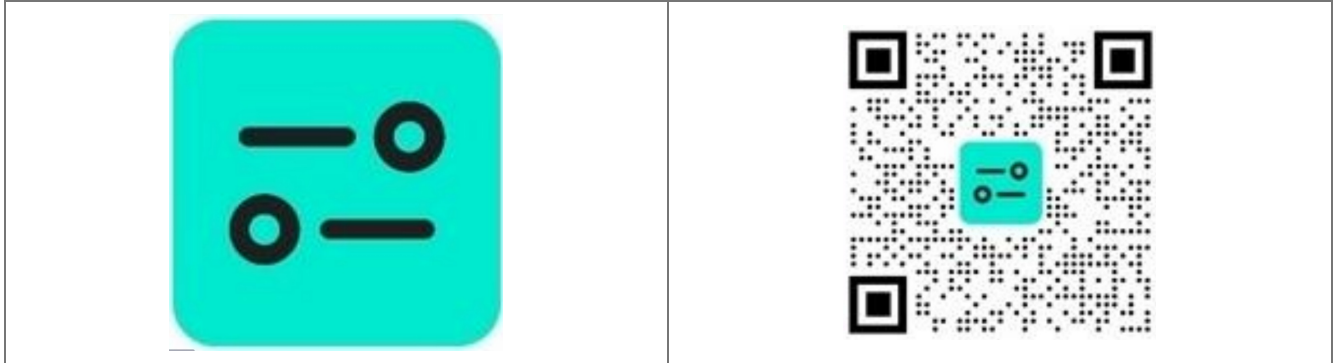
What can I do If the cursor jumps when I use the Folio Touch trackpad?

If your cursor is jumpy when you use the Folio Touch trackpad, please try the following:

- Make sure that only one part of your finger is touching the surface and that you're not resting your wrist on or very close to the surface. The touch surface might interpret this as your finger touching it and move the pointer in that direction.
- Keep the surface dry and clean:
    - To clean the keyboard and trackpad, wipe with a lint-free cloth dampened in water.
    - Don't apply liquids directly on the keyboard.
    - If the spine or the smart connector of the keyboard gets dirty or stained, apply a small amount of rubbing alcohol to a soft, lint-free cloth to clean.

What can I do if Folio Touch doesn't respond when I type or move the cursor?

If your Logitech Folio Touch shows one or more of the following symptoms:

- The keyboard or touchpad doesn't respond when typing or moving the cursor.
- The keyboard or trackpad goes back and forth between working, and not working.
- The keyboard or touchpad is slow to respond.

Check the following:

- Make sure the physical connection is well secured.
- Clean the Smart Connector area if necessary.
- Check the iOS version and make sure your iPad is up to date.

If an issue still exists, download the Logitech Control App and see if the keyboard firmware needs to be updated.

What are the shortcut keys on the Logitech Folio Touch?

The following shortcut and media keys are available on the Folio Touch keyboard:

- Home
- iPad screen brightness down
- iPad screen brightness up
- Onscreen keyboard
- Search
- Backlit brightness down
- Backlit brightness up
- Previous track
- Play/pause
- Next track
- Volume mute
- Volume down
- Volume up
- Lock

How can I control the backlight of the Folio Touch keyboard?

To enjoy the automatic adjustable backlighting feature and full backlight control features, you will need to update to iPadOS 13.6 or above.

You can adjust the backlighting of your keyboard from 0% to 100% by 16 different levels.

- To increase the backlighting, press the Backlighting Level Up key
- To decrease the backlighting, press the Backlighting Level Down key

Additionally, you can update the keyboard firmware in the Logitech Control app. You can download the app from **here**, the app logo below, or scan the QR code with your iPad.
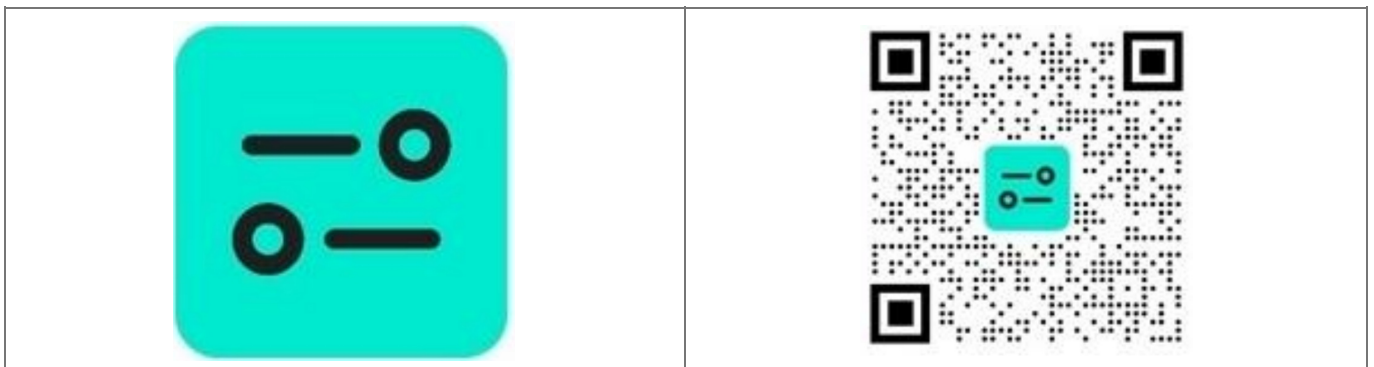
What are viewing positions for the Logitech Folio Touch?

There are four different viewing positions you can use with your Folio Touch:

- Typing mode
- Viewing mode
- Sketching mode
- Reading mode

Typing mode

- Open the kickstand and adjust it to the desired angle (20-60 degrees)
- Place the holder on the desk in landscape layout

Viewing mode

- Open the kickstand and adjust it to the desired angle (20-60 degrees)
- Place the holder on the desk in landscape layout

Sketching mode

- Open the kickstand and adjust it to a lower angle
- Place the holder on the desk in landscape layout
- Use Apple Pencil or Logitech Crayon to sketch

Reading mode

- Fold keyboard to the back of the holder
- Hold iPad to read or view as a book

How do I pair the keyboard with my iPad?

The Folio Touch uses the Smart Connector to connect to your iPad — it doesn't require Bluetooth in order to pair.

Here's how to connect your Folio Touch keyboard:

- Align the three Smart Connector pins on your keyboard with the three Smart Connector pins on the right side of your iPad. Magnets will help to guide the pins of the keyboard to make alignment easier.
- After you've aligned the Smart Connector pins, you're connected and ready to type.

How can I clean the trackpad?

To clean the keyboard and trackpad, wipe with a lint-free cloth dampened in water. Don't apply liquids directly on the keyboard. If the spine or the smart connector of the keyboard gets dirty or stained, apply a small amount of rubbing alcohol to a soft, lint-free cloth to clean.

How many gestures does the trackpad support?

With Trackpad added to this keyboard, you can use:

- One finger
- Navigate and click
- The option "tap to click" under the iOS settings menu
- Two fingers
- Swipe to scroll up and down, left and right
- Tap to input secondary click (right-click)
- Pinch to zoom in/out
- Three fingers
- Swipe up to close the current app
- Swipe up further to show all apps
- Swipe left/right to switch apps

Can I change the scroll direction with this trackpad?

Yes, you can adjust the direction in the iPadOS settings.

To change the scroll direction, connect your keyboard with the iPad, go to Setting > General > Trackpad > and then turn on or off **Natural Scrolling.**

Can I adjust the track speed of the cursor with this trackpad?

Yes, you can adjust the speed in the iPadOS settings.

To adjust the speed, connect your keyboard with the iPad, and then go to Setting > General >Trackpad > and change the tracking speed.

Where can I click on this trackpad?

You can click at the bottom. You can also enable "tap to click" inside the iPadOS settings and use tap to replace click.

To enable tap to click, connect your keyboard with the iPad, then go to Setting > General > Trackpad > and turn on **Tap to click**.

How can I charge the keyboard?

The keyboard is powered by the iPad using the Smart Connector. There is no need to charge the keyboard.

Documents / Resources
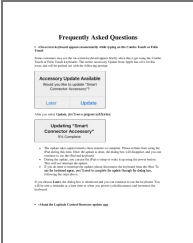
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2022 Folio Touch iPad, 2022, Folio Touch iPad, Touch iPad, iPad

References

- **User Manual**