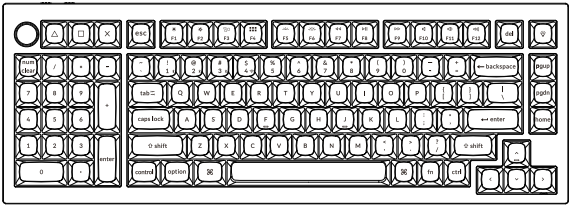
Keychron

Q12 HE Wireless Magnetic Switch Keyboard

Knob Version

Fully Assembled Version

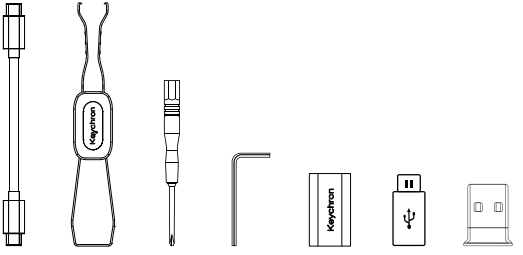
Keyboard
1x Fully Assembled Keyboard
Including
1x Aluminum Case
1x PCB
1x Aluminum Plate
1x Sound Absorbing Foam
1x Latex Bottom Pad
1x Bottom Case Acoustic Foam
1x Bottom Case PET Film
16x Gaskets (14 Installed and 2 in the Box)
7 sets x Stabilizers
1 set x Keycaps (PBT Double-shot)
1 set x Magnetic Switches



Cable
1x Type-C Cable
1x Type-A to Type-C Adapter
1x Extension Adapter for Receiver

Receiver
1x Type-A 2.4 GHz Receiver

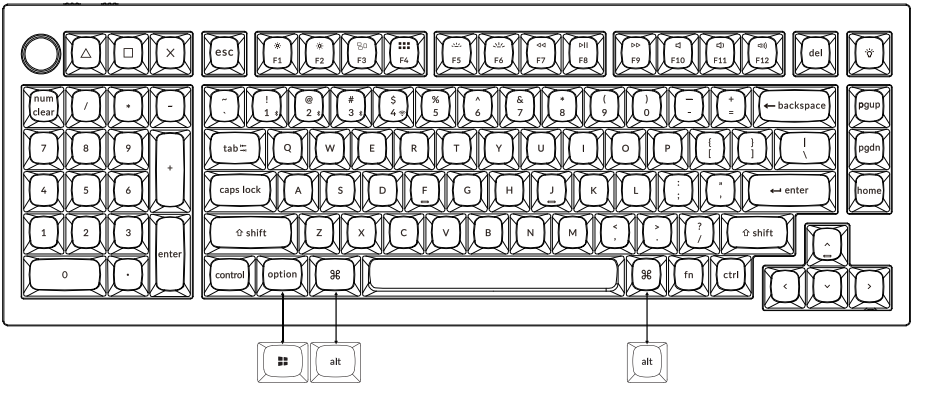
Tools
1x Keycap & Switch Puller
1x Screwdriver
1x Hex Key



Quick Start Guide

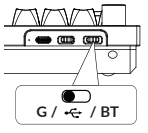
If you are a Windows user, please find the appropriate keycaps in the box, then follow the instructions below to find and replace the following keycaps.

Mac / Windows



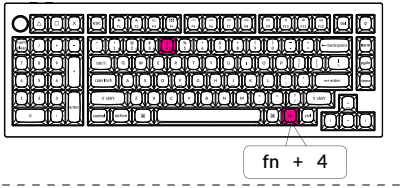
1 Connect 2.4 GHz Receiver

Switch toggle to 2.4 GHz mode

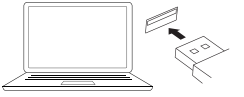


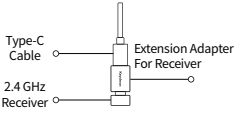
G = 2.4 GHz

Press fn+4 (for 3 seconds)

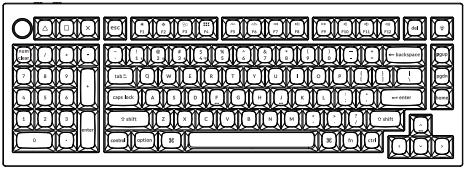


Connect the 2.4 GHz receiver to the device USB port.

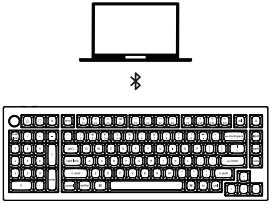




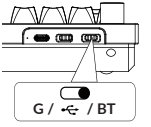
Note: For the best wireless experience, we recommend using the extension adapter for receiver and putting the 2.4 GHz receiver somewhere on your desk close to your keyboard for a low rate of latency and fewer signal interferences.



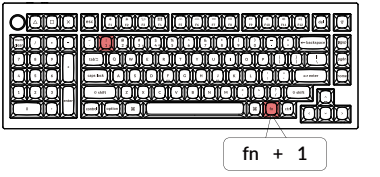
2 Connect Bluetooth



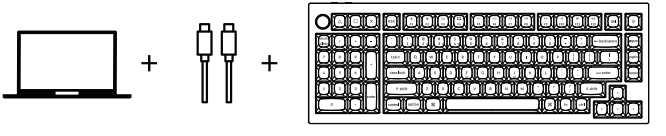
Switch toggle to Bluetooth



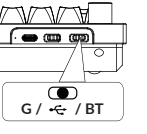
Press fn + 1 (for 3 seconds) and pair with device named Keychron Q12 HE



3 Connect Cable

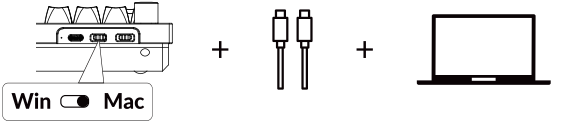


Switch toggle to Cable



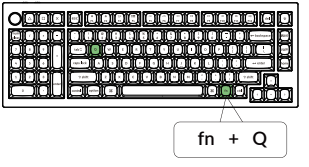
4 Switch To The Right System

Please make sure the system toggle on the top left corner has been switched to the same system as your computer's operating system.

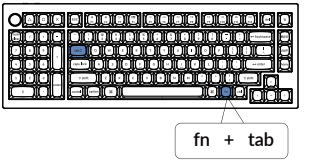


5 The Backlight

Press fn + Q to change the lighting effect

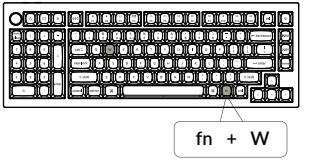


Press fn + tab to turn the backlight on/off

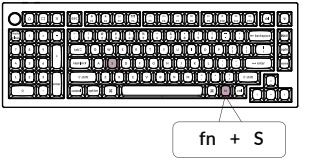


6 Adjust The Backlight Brightness

Press fn + W to increase the backlight brightness

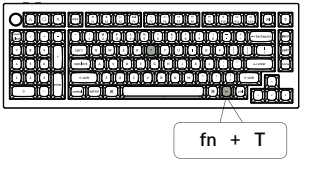


Press fn + S to decrease the backlight brightness

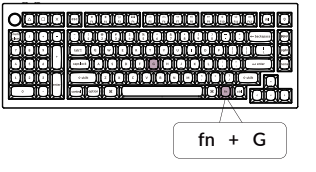


7 Adjust The Backlight Speed

Press fn + T to increase the light effect speed



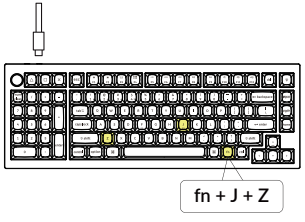
Press fn + G to decrease the light effect speed



8 Warranty

The keyboard is highly customizable and easy to be rebuilt.
If anything goes wrong with any of the keyboard components of keyboard during the warranty period, we will only replace the defective parts of the keyboard, not the whole keyboard.

9 Factory Reset & Firmware Update



Troubleshooting? Don't know what's going on with the keyboard?

Factory reset your keyboard

1. Power on your keyboard.
2. Press and hold fn + J + Z (for 3 seconds). The keyboard backlight will flash in red quickly for 3 seconds, indicating that the keyboard has been reset.

Flash your keyboard firmware

1. Visit launcher.keychron.com to open the online Launcher web app.
2. Ensure the keyboard is in Cable or Wired mode and plug in the power cable.
3. Find the 'Firmware Update' tab on the left side of the Launcher and connect your keyboard with it.
4. Follow the instructions on the Launcher and complete the firmware update.

*Step-by-step guide, search the keyword "firmware" on keychron.com.

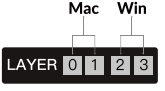
10 The Keychron Launcher App

Please visit launcher.keychron.com to access the Keychron online launcher app. This app enables users to remap keys, adjust key actuation points, assign multiple commands to a single key, enter game controller mode, and more.
If it cannot recognize your keyboard, please reach our support to get instruction.

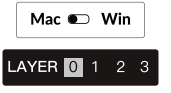
*The online launcher app can only run on the latest version of Chrome, Edge, and Opera browsers yet.

11 The Layers

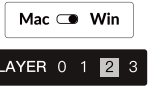
There are four layers of key settings on the keyboard. The layer 0 and layer 1 are for the Mac system. The layer 2 and layer 3 are for the Windows system.



If your system toggle is switched to Mac, then the layer 0 will be activated.



If your system toggle is switched to Windows, then the layer 2 will be activated. Remember that if you are using it in Windows mode, please make changes to the layer 2 instead of the top layer (the layer 0). This is a common mistake people are making.



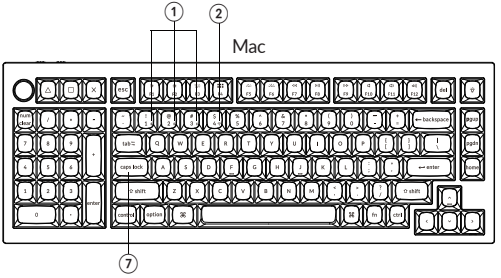
Q12 HE WIRELESS MAGNETIC SWITCH KEYBOARD SPECIFICATIONS

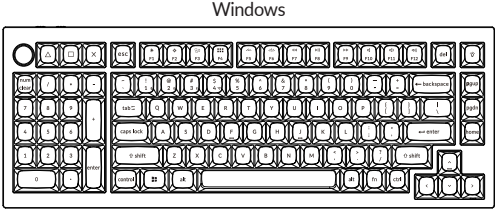
Operating environment：-10 to 50°C

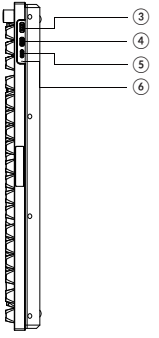
Technical specifications can be subjected to change without notice, we apologize for any inconvenience caused.

Number of keys	102
Switch type	Magnetic
Battery	4000mAh
Charging time	Around 5 hours
Charging port	Type-C
Mode	2.4 GHz/ Cable / Bluetooth
Wireless operating distance	Within 10 meters (open space)
Name of Bluetooth device	Keychron Q12 HE
Layout	96%
Length	409.44mm
Width	145.2mm
Back height	31.8mm (without keycaps)
	45.9mm (with keycaps installed)
Front height	20.73 mm (without keycaps)
	30.23 mm (with keycaps installed)
Keyboard feet height	2.4mm
Angle	5.3 degree

Q12 HE WIRELESS MAGNETIC SWITCH KEYBOARD OVERVIEW



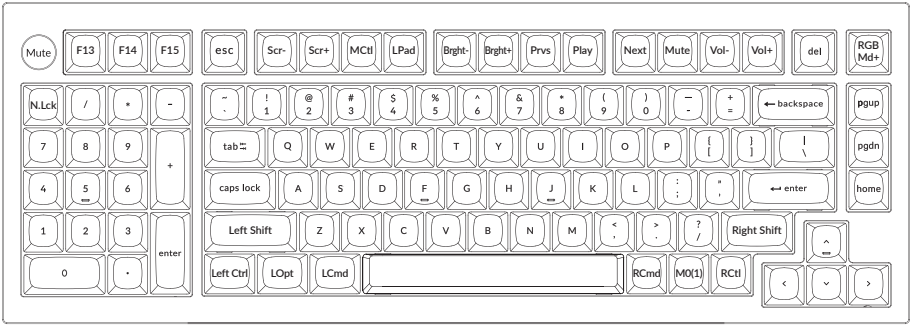




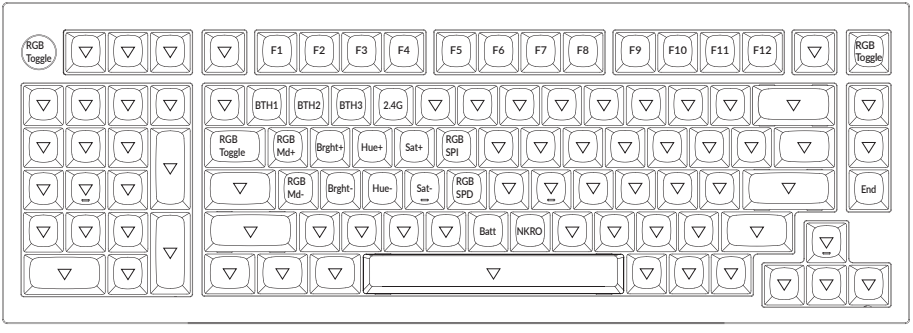
① Bluetooth Channel Indicator
② 2.4 GHz Channel Indicator
③ G Cable BT (Mode Toggle)
④ Win/Android Mac/iOS (OS Toggle)
⑤ Type-C Port
⑥ Power Indicator
⑦ Caps Lock Indicator

DEFAULT KEY LAYOUT:

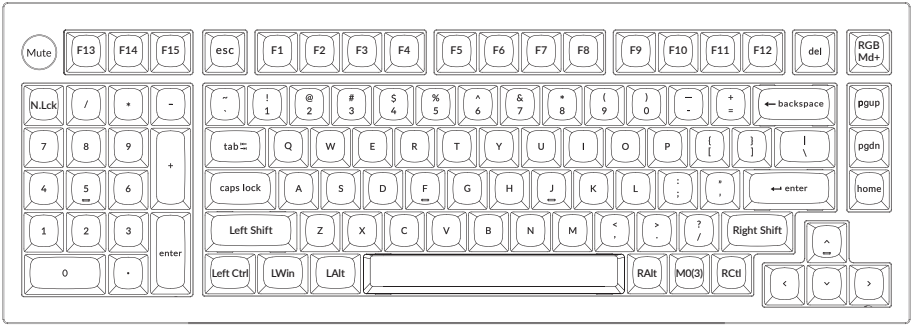
LAYER 0: This layer will be activated when your keyboard's system toggle is switched to Mac.



Layer 1: This layer will be activated when your keyboard's system toggle is switched to Mac and press the fn/MO(1) key.

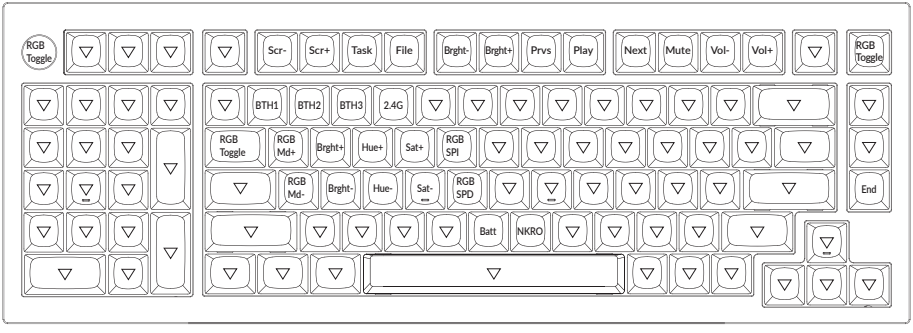


LAYER 2: This layer will be activated when your keyboard's system toggle is switched to Windows.



LWin = Left Windows LAlt = Left Alt RAlt = Right Alt RCtl = Right Ctrl

LAYER 3: This layer will be activated when your keyboard's system toggle is switched to Windows and press the fn/MO(3) key.



KEY DESCRIPTION

Key Description	
Scr-	Screen Brightness Decrease
Scr+	Screen Brightness Increase
Bright-	Backlight Decrease
Bright+	Backlight Increase
Prvs	Previous
Play	Play/Pause
Next	Next
Mute	Mute
Vol-	Volume Decrease
Vol+	Volume Increase
RGB Toggle	Turn Backlight on/off
RGB Md+	RGB Mode Next

Key Description	
RGB Md-	RGB Mode Previous
Hue+	Hue Increase
Hue-	Hue Decrease
RGB SPI	RGB Speed Increase
RGB SPD	RGB Speed Decrease
MO(1)	Layer 1 will be activated when holding this key
MO(3)	Layer 3 will be activated when holding this key
BTH1	Bluetooth Host 1
BTH2	Bluetooth Host 2
BTH3	Bluetooth Host 3
NKRO	N-Key Rollover
Sat+	Saturation Increase

Key Description	
Sat-	Saturation Decrease
2.4G	2.4 GHz Host
Batt	Battery Life
Task	Task View
File	File Explorer
MCtl	Mission Control
LPad	LaunchPad

LED STATUS OVERVIEW

LED Location	Function	Status
Power Indicator	Charging	Charging - Static Red Fully charged - Static Green Low Power - Red Light Blinking
Bluetooth / 2.4 GHz Channel Indicator	Bluetooth / 2.4 GHz	Reconnecting - Fast Blinking Paired - Light Off Pairing - Slow Blinking
Caps Lock Indicator	Caps Lock	Enable Caps Lock - Static White Disable Caps Lock - Light Off
Num Lock Indicator	Num Lock	Enable Num Lock - Static White Disable Num Lock - Light Off

FUNCTION DESCRIPTION:

CHARGING

Plug the cable into a USB port and plug the other end into the keyboard port. Power indicator: A red light will stay on while charging; Fully charged in around 5 hours, a green power indicator will appear.

*The Keychron keyboard is compatible with all USB ports. Please use a 5V 1A adapter or USB 3.0 for the best performance. The Keychron Q12 HE can be charged in 2.4 GHz/Cable/Bluetooth mode.
**This product supports up to 5V charging voltage and 1A charging current. We are not responsible for any problems caused by improper charging.

2.4 GHZ / BLUETOOTH / WIRED MODE (MODE TOGGLE)

2.4 GHZ WIRED MODE

1. Switch the toggle to the "G" option. Press "fn" + "4" on yourkeyboard for 3 seconds to activate the 2.4 GHz pairing status.
2. Connect the 2.4GHz receiver to your device's USB Port. The keyboard will automatically connect to your device.

FORCED PAIRING:

1. Remove the receiver from your device and switch the keyboard to "G" option to activate the keyboard. The backlight will be opened.
2. Press "fn" + "4" on your keyboard for 3 seconds to activate the 2.4 GHz pairing status. Under this status, the 2.4 GHz indicator will flash for 3 minutes.
3. Reinsert the receiver into the device and then the keyboard starts to pair with the device. After successful pairing, the 2.4 GHz indicator will be off.

*Keep the keyboard within 20 cm of the receiver for optimalpairing

WIRED MODE

1. Switch the toggle to the " ⇄ " option (it only works when a USB cable is plugged in).
2. Connect our cable with your PC and keyboard.
3. Backlighting will be turned on.

*Under Wired Mode, keyboard will not enter into Battery Saver Mode.

BLUETOOTH MODE

1. Switch the toggle to the "BT" option
2. Backlighting will be turned on.
3. Hold "fn+1" key for 3 seconds to activate Bluetooth pairing (the Bluetooth channel indicator fast flashes for 3 minutes to detect pairing).

4. Search for the Bluetooth device “Keychron Q12 HE” on your device and connect it (the Bluetooth channel indicator goes off after successful pairing).

Note: This keyboard supports pairing up to 3 devices simultaneously via key combination “fn” + “1” / “fn” + “2” / “fn” + “3”.
*The Bluetooth channel indicator will continue to flash for 3 minutes.
**Slow or failed connections may exist due to different Bluetooth versions, please make sure all the settings are correct.

SWITCH BLUETOOTH DEVICES

Short press key combination “fn” + “1” / “fn” + “2” / “fn” + “3” to switch to other device.

RECONNECT:

1. Switch the keyboard to the “BT” option to activate the keyboard.
2. The Bluetooth channel indicator flashes for 3 seconds and automatically pairs with the last paired device.
3. If the Bluetooth channel indicator is off, press any button to enter the connection again.

*The keyboard must have been paired with the device to perform this function.

TURN OFF THE KEYBOARD

Switch the keyboard to the “ ” option and unplug the power cable.

BACKLIGHT SETTING

- Short press key combination “fn” + “tab” or "fn" + "knob (press)" or "fn"+ to turn the backlight on/off.
- Short press key combination “fn” + “Q” / “fn” + “A” to switch between different types of lighting effects.

AUTO SLEEP MODE:

When the keyboard is in Bluetooth or 2.4G wireless mode, it will enter AUTO SLEEP MODE when there are no key operations to save power.

1. After 10 minutes of inactivity, the keyboard backlight turns off. Press any key to wake up the keyboard;
2. After 30 minutes of inactivity, the keyboard will enter deep sleep mode and disconnect the wireless connection. Press the SPACE BAR to wake up the keyboard. The keyboard backlight turns on and automatically connects back to your device.

PROFILE SWITCHING IN HALL EFFECT MODE

Short press fn + P + Z / X / C to switch to Profile 1 / 2 / 3. The keyboard backlight will flash red, with the Z / X / C key flashing white, indicating that the Hall Effect mode profile has been successfully switched.

The key combination for each Profile is configurable on the Launcher web app: open the app > go to Keymap > Custom > select the button PROF1 / PROF2 / PROF3 > drop it on the key you want on Layer 0 / 1 / 2 / 3.

* PROF1 = Profile 1; PROF2 = Profile 2; PROF3 = Profile 3

OS TOGGLE

1 — MAC/iOS

Switch the toggle to Mac/iOS when the keyboard is connected to a Mac or iOS operating system.

2 — WINDOWS/ANDROID

Switch the toggle to Windows/Android when the keyboard is connected to a Windows or Android operating system.

**When using the Windows/Android mode,* *keys are used for "Windows" and "Alt" functions.*

TROUBLESHOOTING

If unable to pair keyboard to device, confirm that the device you're trying to pair with is Bluetooth–capable. If so, restart the device and try pairing it with the keyboard again.

Note: On a Windows computer, a new Bluetooth connection will sometimes require additional software updates-a process that may still be ongoing after a nnessage appears indicating a successful completion. Wait at least 20 minutes after pairing to make sureall updates are completed before restarting the computer.

Confirm that the device is configured to accept Bluetooth connections (Windows) and supports an external keyboard (HID profile).

Go to Bluetooth Devices > Open Settings and select the following:
Allow Bluetooth devices to find this computer
Allow Bluetooth devices to connect to this computer
Alert me when a Bluetooth device wants to connect

My keyboard isn't working in Bluetooth mode.

For the computer/smartphone:
Go to your device Bluetooth settings>Select the keyboard and remove/delete/unpair it.
Then restart your device.

For the keyboard:
Turn the keyboard off and back on. Then reconnect it to your device.

Wireless connection is interrupted even within 10 meters.
Check if the keyboard is resting on a metal surface that can interfere with the wireless signal.

Third-party input tools are not compatible with the keyboard.
Due to compatibility, versions, brands and drivers of Windows/Android OS, functions of third-party input tools may be affected while using the keyboard. Please make sure your operating system and drivers are up to date.

Certain multimedia keys or function keys do not work.
Functions of certain multimedia keys may be disabled due to compatibility, versions, brands, and drivers of devices.

*Multimedia keys:

Function keys: F1 / F2 / F3 / F4 / F5 / F6 / F7 / F8 / F9 / F10 / F11 / F12

Safety Precaution:
Keep the product, accessories and packaging parts out of the reach of children to prevent any accidents and choking hazards.
Always keep the product dry to avoid corrosion.
Do not expose the product to extreme temperatures below -10°C(14°F) or above 50°C(122°F) to preserve the lifespan of the keyboard.

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