

## Bluetooth Connection Steps

1. Slide the toggle switch to the Bluetooth position.
2. Hold Fn + 1 until the Bluetooth indicator flashes repeatedly.
3. Enable Bluetooth on your device, search for the keyboard, and connect.

Bluetooth connection video <https://www.youtube.com/watch?v=dfpPgSweBMo>

## Bluetooth Not Connecting? Try These Steps:

- Charge the keyboard using a wall charger for 6–8 hours to ensure sufficient battery.
- Factory reset the keyboard: Hold Fn + Z + J for 4 seconds.
- Power cycle all devices, including your computer and keyboard.
- Disable auto-sleep mode: Hold Fn + S + O for 4 seconds.
- Test the keyboard with other devices (phone, tablet, iPad, etc.). If it connects, the keyboard itself is working fine.

## For Windows

- Uncheck "Allow the computer to turn off the keyboard to save power" in power management under the device manager.
- Update the Bluetooth firmware If it's still possible for your keyboard to connect to your device: <https://www.keychron.com/pages/bluetooth-firmware>
- Reset the Bluetooth drivers on your PC.

## For macOS

- Check Mac's Wi-Fi and Bluetooth interference:  
<https://support.apple.com/en-us/HT201542>
- Try these troubleshooting tips:  
<https://9to5mac.com/2023/12/27/how-to-fix-mac-bluetooth-issues/>

- Update the Bluetooth firmware If it's still possible for your keyboard to connect to your device: <https://www.keychron.com/pages/bluetooth-firmware>. (This step has to be performed on a Windows device.)

### **One key does not work/register/input properly.**

- 1) Try to pop the keycap off and shoot some air in and around the cap first. Maybe it is just a dust/debris-caused issue.
- 2) If it doesn't help, try to factory reset your keyboard by holding fn+ Z + J for 4 seconds.
- 3) it might be a switch problem. Gateron switches on your keyboard are soldered. If you are interested and have confidence in changing switches by soldering, you can contact us to get some switch replacements. Here is a video about soldering you can refer to: <https://www.youtube.com/watch?v=RA2OHv3bEF8#action=share>

4) You can also test the defective keys here

<https://www.launcher.keychron.com/#/test> and shoot a video of the defective keys without keycaps on. Our tech team can check it out and try our best to help you with your problem.

**The Bluetooth latency is designed to be 30 milliseconds, though actual performance may vary with real-world usage. If you experience input lag, please try the following steps:**

1. Try to factory reset your keyboard by holding fn+ Z + J for 4 seconds.
2. For wired mode, please replug the data cable or change another data cable/port on your device.
3. For Bluetooth mode, check for interference from nearby Bluetooth devices, and try testing the connection with your smartphone.
4. If you are a desktop user, ensure your motherboard's Bluetooth antenna is installed. If your PC requires a Bluetooth adapter, please install one.

**Can't Type After Waking Up Mac?**

This issue is caused by **Apple's FileVault**, which prevents third-party Bluetooth keyboards from unlocking the login screen.

Solutions:

- Turn off FileVault to enable normal login.
- Use a wired connection to enter your password.

Keychron keyboards support FileVault login in wired mode only.