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# Trust Nado Bluetooth Wireless Keyboard FAQ

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**Contents**
**1 Frequently Asked Questions**
   **1.1 Usage**
   **1.2 Other**
**2 Warranty**
   **2.1 Warranty conditions**
**3 Related Posts**

## Frequently Asked Questions

## Installation and configuration

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How to install the keyboard?

- Switch the keyboard ON.
- Press the Connect button for 3 seconds.
- The blue LED on the keyboard will start blinking. The pairing mode is now activated.
- Open the Bluetooth settings on your device and search for new devices.
- When the Trust Bluetooth Keyboard has been found, select Pair
- Your device will show you a Passcode.
- Enter this code using the keyboard and press the Enter button on the keyboard.
- Wait until the connection is established. When the LED on the keyboard goes OFF, the connection is made.
- The keyboard is ready to be used!

**Usage**

I want to use the FN-keys (F1, F2, etc.) without pressing FN. How can I do this?

Unfortunately it is not possible to reverse the functions of the top keys (F1, F2, etc.), so that you can the F1/F2/etc keys without using the FN-key at the same time.

How can I type the less than < and greater than > characters on my Windows or Android device?

This keyboard is universal and these symbols are only available for devices that work with iOS and MacOS, not for devices that use Windows or Android.

 You can write the symbols in Windows 10 via the On-screen keyboard (Start > Settings  > Ease of Access  > Keyboard > Use the On-Screen Keyboard)

How can I use crtrl+alt+del?

Unfortunately, it is not possible to enter the Ctrl + Alt + Delete combination on the keyboard, because to activate the del-button, you must press the Fn + delete key combination.

 However, you can still use the Ctrl + Alt + Delete combination by opening the Virtual keyboard and then selecting the ctrl + alt keys and mouse-click on the del key on the keyboard.

How can I use PrintScreen on my Windows computer?

A Print Screen button is available for iOS.

This function is not available for other operating systems such as Windows.

Without the print screen button it is also possible to make screenshots on your Windows computer with:
– the Windows snipping tool (since Windows version Vista)
– the on-screen keyboard (if you go to Start and then tap the On-screen keyboard, you will see the program appear in Programs, then you can use the PrtScn key of this virtual keyboard to take a screenshot.)

**Solving problems**

I get incorrect letters and symbols when I type.

If your keyboard isn't typing the correct characters, you may have the incorrect input language selected.

Please check the language preference settings of your system. If the correct language is not present, add this language to the system.
If you use more than one language on your system, make sure to select the correct one.

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Windows doesn't show a pincode. What is the pincode?

When you try to connect for the first time, Windows will display a code to be typed on the Trust keyboard.

If this does not work for some reason, Windows may not be able to generate a new code anymore.

What you can do to solve this, is to use a random code (for example, 0000) on your own keyboard and on the Trust keyboard too.

The first time you need to enter the code (0000) on your own keyboard (e.g. on your laptop) and then click 'Connect.'
Then repeat the same code (0000) on the Trust keyboard, followed by ENTER on the Trust keyboard.
The connection between your computer and keyboard should now be established.
Note: When you enter the code on the Trust keyboard, it must take place immediately (i.e. within a few seconds) after you have typed it on your own keyboard, otherwise Windows will not "get it" and the connection will not be made.

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What is the pincode?

The pincode is generated by the device that you connect the keyboard to, at the moment when you pair them together. The pincode is different each time you try to make a new pairing.

When pairing, please check that you have Bluetooth enabled in your device and that your keyboard is shown in the list of Bluetooth devices of your device. Don't forget to check that you have full batteries in your keyboard.
If you have problems pairing the keyboard, remove all similar Bluetooth devices from your device, delete this keyboard from the Bluetooth list and do a complete re-install of the keyboard.

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The keyboard connects with my Lenovo device, but doesn't function.

This keyboard is compatible with any Android, iOS, Windows, Mac OS device with Bluetooth functionality.

We advise to test the keyboard on another device. If the keyboard functions on another device, it is not faulty, and the issue lies with the Bluetooth functionality of the Lenovo device.
We recommend checking if the keyboard is not already paired with another device, such as another phone tablet, or pc, when you want to use it on your Lenovo. The keyboard can only be connected to 1 device at a time.
In addition, it is advisable to consult Lenovo, since this specifically concerns a Lenovo device. A computer and tablet manufacturer always has extensive support information available about common problems such as Bluetooth connections: **https://pcsupport.lenovo.com/en/en**

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The keyboard is acting weird.

Check if the batteries are full and making good contact inside the battery compartment.

When I press a key, the keyboard reacts slow (lags). What can I do?

If the keyboard lags, we recommend to:

- Keep the keyboard closer to the device
- Make sure that no other wireless devices disturb the signal and cause the delay
- Move the device's external speakers when they are in the way
- Replace the keyboard batteries to make sure the batteries do not cause any delay.

If that doesn't work:

1. On PC: Run the hardware troubleshooting to rule out a performance problem with the computer which will cause the entire system to lag
2. On PC: Update or reinstall the Bluetooth drivers
3. Check the Bluetooth connection between your device and the keyboard
4. Reinstall the keyboard on the device

Where is your service center? Or where can I send my product to be repaired?

Unfortunately, we do not have service centers to repair products.

A defective product should be replaced by your point of purchase during the warranty period.

My product is faulty. What do I do?

We offer a 'return to retailer' warranty on our products. In case of a defect, you can return the product to your retailer with failure description, proof of purchase and all accessories. During the warranty period you will receive a replacement product from the retailer if available. For full warranty conditions you can consult: **https://www.trust.com/support/warranty**

## Compatibility

Does it work on PS4?

This product has been designed for use with computers, tablets and smartphones.
Compatibility with other systems such as PS4, can't be guaranteed, and is not supported.

### Other

Why are there 2 Euro-symbols (€) on my keyboard?

There are indeed 2 Euro-symbols (€) on the keyboard. One is for use with Windows PC & phone. The other is for use on iOS.

Note: this keyboard is available in various layouts, only certain layouts have 2 Euro-symbols.

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## Warranty

### Warranty conditions

- Trust offers a warranty to the original purchaser from an authorized retailer.
- Your Trust product is guaranteed under the terms and conditions of this warranty against manufacturing defects for a period of one (1) year* from the date of original purchase, if purchased from an official retailer.
    - *In EU, there is a statutory minimum warranty period of 2 years on every product we sell.
- In case of defect, return the product to your retailer with failure description, valid proof of purchase and all accessories.
- During the warranty period you will receive a replacement product from the retailer if available.
- Warranty will be void in cases of opened products, physical damage, misuse, modification, repair by unauthorised persons, carelessness and using the product for other purpose than its intended use.
- Exclusions of warranty:
    - Damage caused by accidents or disasters, such as fire, flood, earthquake, war, vandalism or theft.
    - Incompatibility with other hardware/software not defined as minimum system requirements.
    - Accessories such as batteries and fuses.
- In no event shall the manufacturer be liable for any consequential or incidental damages, including any loss of business profits or any other commercial damages, arising out of the use of its product.

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