



iClever 2.4G Wireless Keyboard FAQ

CATALOG

- 2.4G Connection Issues
 - [Connection failure, unable to connect](#)
 - [Unable to wake up](#)
- Key Input Issues
 - [Key sticking](#)
 - [Delayed key input](#)
 - [Mismatch between input and output](#)
 - [Numlock not working](#)
- Charging Issues
 - [Charging failure, unable to charge](#)
 - [Abnormal battery detection by device](#)
- Compatibility Issues
 - [Product Compatibility Statement](#)
- Contact us
 - [iClever support](#)

Connection failure, unable to connect

Please follow the troubleshooting steps below:

1. Please ensure the keyboard has sufficient power while using. Otherwise please fully charge it.
2. Please make sure the USB receiver of the keyboard is connected directly to the device other than a hub or an extender or a switch etc.
3. Please unplug the USB receiver and then re-plug it to reconnect the keyboard with the device.
4. Please plug the USB receiver to a different USB port on the same device or please connect the keyboard with another different device to see if it would work.

Unable to wake up

Power Options:

1. Right-click the battery icon on the taskbar and select "Power Options".
2. Click "Change Program Setting".
3. Click "Change advanced power settings".
4. Expand "USB Settings" and make sure "USB Selective Suspend Settings" in disabled.

Device Manager:

1. Right-click the "Start" button and select "Device Manger".
2. Expand "Keyboard" and "Mouse and other Pointer Devices".
3. Right-click on your keyboard and mouse and select "Properties".
4. Under the "Power Management" tab, make sure "Allow this device to wake the computer" is checked.

Key sticking

Please follow the troubleshooting steps below:

1. Gently press the key a few times to see if it returns to normal.
2. Carefully remove the key caps and clean the area around the key switches. It is recommended to use compressed air for cleaning. Do not use any liquid or wet cleaning products as the keyboard is not waterproof. If you have trouble reinstalling the keycaps, refer to the instructional [video](#).
3. Please plug the USB receiver to a different USB port on the same device or please connect the keyboard with another different device to see if the issue persists.

Delay key input

Please follow the troubleshooting steps below:

1. Ensure the keyboard is fully charged; if not, please charge it before use.
2. Please make sure the USB receiver of the keyboard is connected directly to the device other than a hub or an extender or a switch etc.
3. Check if any background updates are running, as they may cause delays or interruptions.
4. Make sure your operating system is up to date.

Mismatch between input and output

For Windows users:

Please ensure your input method corresponds to the keyboard layout. For example, if you are using a German keyboard, please choose the German input method.

For Mac users:

Please change your Mac keyboard type to ISO(Europe)/JIS(Japan)/ANSI.

1. On your Mac, click "System Preferences" and click "Keyboard".
2. Click "Change keyboard type" and follow the on-screen instructions.
3. Select the Type that corresponds to the keyboard.
4. Press ctrl and space keys to switch to the input method corresponding to your language.

Note:

ISO(Europe) -- German、French AZERTY、Spanish、Italian、UK English.

JIS(Japan) -- Japanese

ANSI -- US English

Numlock not working

For Mac OS users:

The Numlock key is handled differently in Mac OS than in Windows. Normally, the Numlock key is treated as a "clear" key in Mac OS, instead of switching between the numeric keypad and function keys. This is result of Mac OS limitation.

For Windows users:

1. Make sure that the Numlock key is enable.
2. Please ensure your input method in Windows corresponds to the keyboard layout.

3. Try enabling and disabling other toggle keys such as Caps Lock, Scroll Lock, and Insert see if those keys perform normally.
4. Test the keyboard with another computer to see if it still has the same issue.

Charging failure, unable to charge

Please follow the step below to ensure correct charging:

1. Please try a different USB charging cable and connect it to a different power source, such as a USB port on a computer or a different charging adapter, to charge for 2 hours.
2. Make sure that the voltage of the charge you are using is not greater than 5V. Higher voltage can potentially cause the keyboard to shut down.

Product Compatibility Statement

Incompatible range at this stage:

● **Devices:**

Steam deck, PlayStation (PS4, PS5), XBOX, Smart TV, Fire TV

● **System:**

Linux all, Ubuntu all, Fire OS all

iClever support

Your feedback is important to us.

If you have any question or idea want to share, please contact our team by:

support@iclever.com

