

FAQ

SH-KEYRF & SHKEYMCE

Q: How can I avoid having to re-pair my keyboard every time I start the computer?

A: Make sure the batteries are fully charged, low battery power will weaken signal strength

A: When rebooting or tuning on the computer, please make sure the keyboard is located within a few meters from the USB dongle so that it can pair automatically

A: Often the keyboard could just be in sleep mode preserving battery power, press the windows button to awaken it

A: Try connecting the USB dongle into a different USB port and avoid plugging it into any USB hubs.

Q: Why can't I pair my keyboard, the dongle just keeps flashing?

A: Make sure that the USB dongle is plugged firmly into the USB port, and where possible avoid using USB ports located at the rear of the computer as the metal case of the computer will often restrict signal strength. Try using a USB extension cable and place the USB dongle within line of sight away from any object for best results.

A: Make sure the batteries are inserted correctly and that they are fully charged.

A: Other wireless devices like cordless phones or wireless internet on the 2.4Ghz bandwidth can interfere with the signal, where possible these other devices may need to be turned off or placed further away from the keyboards USB receiver.

A: Often there might be another wireless device on the exact same frequency which might block the pairing process, press and hold the pairing button on the USB dongle for more than 5 seconds or until it begins to flash, then pair the keyboard by pressing the ID button, this will force the dongle to use a different channel.

Q: Why is my keyboard typing numerical numbers and not the corresponding alphanumeric letters?

A: You may have the num-lock button on, press the num-lock button to return to alphanumeric (SH-KEYRF only)

Q: Will my wireless keyboard work on a MAC computer?

A: Yes, however any shortcut keys will not function as they have been coded for Windows only

Q: Why does the track pad/trackball move erratically when I move the cursor?

A: Often if the surface becomes dirty the tracking performance will be restricted. You can clean the surface with any light alcohol based solution or with water allied to a lint free cloth, this should remove any grime build up. You can also try reducing the speed of the cursor movement, this can be done via your OS keyboard/mouse settings

A: The problem may also be caused by interference from other wireless devices in the area. Please press the ID channel setting button on the USB receiver, followed by the ID button located underneath the keyboard, this will change the ID frequency and avoid any interference on that channel

Q: I have lost my USB dongle receiver, can I purchase another one?

A: Yes, you can purchase replacement USB dongles from supporting Shintaro resellers

