

FAQ 807 range – completed February 8, 2008

- The keyboard does not respond when first plugged in – red light not lit
 - Unplug the USB connector, then plug it in again. Always wait a few seconds for the driver to load and for the PC to recognize the keyboard.
 - Repeat the operation
 - Ask the user to hit: “Windows key + Pause” and note the version of the system that is displayed.
- The keyboard worked before, but when the PC is rebooted, the keyboard does not respond
 - Unplug and plug in again
- The keyboard freezes during operation
 - Repeat
 - Before plugging in the keyboard, make sure you are in the Windows administrator session: Start > Control panel > User account. Depending on the hierarchy of authorized operations attributed to “invited” users, it may be that Windows will not allow the installation of a new peripheral if you do not have the rights associated with the administrator account.
 - When the keyboard is plugged in the first time, let Windows start, and when the system is installed, plug in the keyboard. If a message such as “peripheral not recognized” is displayed, unplug the keyboard, wait about twenty seconds, then plug it in again.
 - Do not use the standby or hibernate functions in Windows.
Control panel > Power options > Standby: Never, Hibernate: Never
 - The screen saver can be used without problem.
 - If there is a problem of restarting the keyboard when the PC is turned on, check that Windows is correctly managing the USP port power:
Control panel > System > Hardware > Peripherals manager > double click on “USB bus controller” > double click on each line marked “USB root concentrator” and each time: > click on the tab “Power management” > click in the box “Authorize the computer to turn off his peripheral to save energy”.
 - If the keyboard is plugged in via an external hub (for example if the client PC does not have enough USB ports), make sure that the hub is a model with external power supply. *INFO: an external hub can be “self powered” or “autonomous”. If it is “self powered”, the PC provides energy to the external hub and to the peripherals connected, and the consumption of all these devices may exceed the capacity of the PC, which will stop the port from working or crash the PC. If the hub is “autonomous”, the external hub has its own power supply, and the PC will provide little or no power.*

If no hub is used, the keyboard must be plugged into a USB port on the PC. For example, do not connect the keyboard with a USB/PS2 adapter in the PC’s PS2 keyboard port.