

Troubleshoot problems with Surface Keyboard, Surface Ergonomic Keyboard, and Microsoft Modern Keyboard with Fingerprint ID

Before you begin, get the latest updates

In many cases, downloading and installing the latest updates for Windows and your Surface will fix the issue. To see how, go to [Install Surface and Windows updates](#).

How do I know which keyboard I have?

Microsoft Surface Keyboard comes with Surface Studio and is also sold separately. It looks like this:



Surface Ergonomic Keyboard is sold separately and looks like this:



Microsoft Modern Keyboard with Fingerprint ID is also sold separately and looks like this:



If you're having problems with the fingerprint reader, see Troubleshoot problems with the fingerprint reader on Microsoft Modern Keyboard with Fingerprint ID.

Notes

- To use Microsoft Modern Keyboard with Fingerprint ID, your PC needs to be running Windows 10 Anniversary Update or newer, and have Bluetooth 4.0 LE or newer.
- Microsoft Modern Keyboard with Fingerprint ID might also be called Surface Keyboard with Fingerprint Reader.

The keyboard stopped working or can't be paired

If your keyboard isn't working, stops responding when you're typing, doesn't appear in the list of available Bluetooth devices when you pair it, or if you see an error message during pairing, try these things.

First, make sure it's paired with your PC. For Microsoft Modern Keyboard with Fingerprint ID , follow the steps at [Set up Microsoft Modern Keyboard with Fingerprint ID](#).

On your Surface Keyboard or Surface Ergonomic Keyboard, press and hold the pairing button on your keyboard for 5-7 seconds, then let the button go. The light above the Up-arrow will blink.

On Surface Keyboard, the pairing button is on the left side of the kickstand. On Surface Ergonomic Keyboard, the pairing button is on the bottom of the keyboard next to the battery compartment. Then follow these steps:

1. On your PC, select the **Start** button, then select **Settings > Devices > Bluetooth & other devices**.
2. Make sure Bluetooth is on, then select **Add Bluetooth or other device > Bluetooth**. Choose **MicrosoftSurface Keyboard** or **MicrosoftSurface Ergonomic Keyboard** in the list of devices. You'll be asked to type a code and press **Enter** on your keyboard. Follow any other instructions if they appear, then select **Done**.

Note

You won't be able to see the characters on the screen as you type the code, but Windows will recognize them. If the keyboard doesn't pair or if you think you might have typed the code incorrectly, select **Cancel** and try again.

Still doesn't work? Here's what to do.

- **Make sure your PC is compatible with Bluetooth 4.0 (LE).** If you have a Surface Pro 3 or newer, your PC is compatible with Bluetooth 4.0 (LE). If you have another type of PC, check the manufacturer's website.
- **See if the keyboard has power.** Press the **CapsLock**, **NumLock**, or **FN** keys to see if the light above the key comes on. If not, check or replace the batteries on Surface Keyboard and Surface Ergonomic Keyboard.
On Microsoft Modern Keyboard with Fingerprint ID, make sure the power switch is on. If it still doesn't work, the battery might [need to be recharged](#).
- **Turn airplane mode on and off.** On the taskbar, select **action center > Airplane mode** and leave it on for 10-15 seconds, then turn it off again and pair your keyboard. If you don't see Airplane mode when you open action center, select **Expand** for more options.
- **Turn off other Bluetooth devices connected to your PC.** Having too many Bluetooth devices connected at one time can interfere with your PC's connection to the keyboard.
- **Remove the keyboard from your PC and pair it again.** Follow the steps at [Remove the keyboard from your PC, then pair it again](#).

- **Close all your open apps.** The number of open apps can interfere with your PC's connection to the keyboard.
- **Restart your PC.** This will refresh the drivers.
- **See if the keyboard works with another PC.** If it does, then there might be a problem with the PC you were using.

The keyboard isn't working when setting up Surface Studio

Microsoft Surface Keyboard comes already paired with Surface Studio. If you're setting up Surface Studio and your keyboard isn't working, hold down the pairing button (it's on the left side of the kickstand) until it connects. If that doesn't work, you'll need to set up Windows 10 using the on-screen keyboard.

The light above the Up arrow key is flashing red or won't turn on

On Surface Keyboard or Surface Ergonomic Keyboard, that means the batteries are low and need to be replaced.

On Microsoft Modern Keyboard with Fingerprint ID, that means the battery needs to be recharged. To recharge it, connect the cable that came with the keyboard to your PC and the keyboard. The light above the Up arrow key will blink white when it's charging. (You can keep using the keyboard while it charges.)

What I type on the keyboard doesn't match what I see on the screen

1. Select the Start button, and then select **Settings > Time & language > Region & language**.
2. Make sure the language you're using on your keyboard (the input language) matches the one you're using on your PC (the display language). To make sure your language is available for Windows, check the [list of the language packs](#). Here's how to [add an input language](#) and [switch between languages](#).

The light above the Up arrow key flashes three times, then turns off (Surface Keyboard and Surface Ergonomic Keyboard only).

This means Surface Keyboard or Surface Ergonomic Keyboard is already paired to with another PC nearby.

To fix this, remove the keyboard from that PC, then pair it again.

My PC isn't connected to the Internet. How do I set up Microsoft Modern Keyboard with Fingerprint ID?

1. On a PC that's connected to the Internet, download the driver for Microsoft Modern Keyboard with Fingerprint ID to a storage device, like a USB drive.

2. Go back to the PC you want to use with the keyboard and connect the storage device, then copy the driver file you downloaded to the desktop. (The filename ends with .msi.)
3. Right-click the driver file on your desktop and select Install.