

Troubleshoot your Surface Type Cover or keyboard

Before you begin troubleshooting

Try some of these things before moving on to other troubleshooting methods.

- Download and install the latest updates for Windows and Surface. See [Install Surface and Windows updates](#).
- If your Surface Type Cover is torn or needs physical repair or replacement, go to [Get my Surface fixed](#).
- If you have a Surface Keyboard or Surface Ergonomic Keyboard, see [Troubleshoot problems with Surface Keyboard and Surface Ergonomic Keyboard](#).

General troubleshooting

If you're still running into issues and need to troubleshoot your Surface Type Cover, here are some things to try.

[Hide all](#)
[Restart your Surface](#)

Restart, but don't shut down, your Surface. Select **Start** > **Power** > **Restart**.

[Detach and reattach your Surface Type Cover](#)

1. Unplug your Surface and detach the Type Cover.
2. Wet a cotton swab with rubbing alcohol. (Use 95% or stronger isopropyl alcohol if possible.) Rub the cotton swab back and forth over the six circular magnets on the Type Cover connector. After you're done, make sure the pins are dry and that no cotton fibers remain on the connector. Then clean the connector on your Surface.
3. Reattach the Type Cover, making sure that all the magnets touch the bottom edge of your Surface.

[Reinstall the Surface Type Cover driver](#)

If shutting down doesn't fix the problem, try reinstalling the driver for your Surface Type Cover.

1. In the search box on the taskbar, type **device manager**, and select **Device Manager** in the results.
2. Expand **Keyboards**.
3. Right-click **Surface Type Cover Filter Device**.
4. Select **Uninstall** > **OK**.

- Restart your Surface. It'll automatically download and install the Surface Type Cover driver the next time you connect to the Internet.

[Force a shut down and restart your Surface](#)

See [Force a shut down and restart your Surface](#) to find out how.

Troubleshooting specific problems

If you've tried the general fixes and have identified a specific problem with your Surface Type Cover, one of the following might help.

[Hide all](#)

[The keys don't work, but the touchpad does](#)

Make sure Filter Keys are turned off

If the touchpad works but the keys on your keyboard or Type Cover don't respond, it's possible an Ease of Access setting, such as Filter Keys, Sticky Keys, or Mouse Keys, is turned on. See [Make your PC easier to use](#) to learn how to turn it off.

[The touchpad doesn't work, but the keys do](#)

Make sure the touchpad is on

You'll need to know what kind of Surface or Type Cover you have in order to check.

<p>If you have one of these Type Covers</p> <ul style="list-style-type: none"> Touch Cover 2 Type Cover 2 Power Cover Type Cover for Surface Pro 3 Surface 3 Type Cover Type Cover for Surface Pro 4 Surface Pro 4 Type Cover with Fingerprint ID Touch Cover (early model) Type Cover (early model) 	<p>And one of these Surface models</p> <ul style="list-style-type: none"> Surface Pro Surface Pro 2 Surface Pro 3 Surface 3 Surface Pro 4 Surface Pro (5th Gen) Surface Pro Surface Pro 2 Surface Pro 3 	<p>Attach the Type Cover and</p> <p style="text-align: right;">Go to Start > Settings > Devices > Touchpad.</p> <p>To help prevent the cursor from moving accidentally while you type, set the delay: Go to Start > Settings > Devices > Touchpad.</p>
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If you have one of these Type Covers And one of these Surface models Attach the Type Cover and Surface Pro Signature Type Cover

[The touchpad doesn't respond right away after I've been typing](#)

By default, there's a delay in the touchpads responsiveness while you're using the keyboard that way, if you accidentally brush against the touchpad while you're typing, you won't move the cursor when you didn't mean to. But if you want the touchpad to respond right away (say while you're playing a game or using certain apps), here's how to change the sensitivity.

Select **Start > Settings > Devices > Touchpad**. Under **Touchpad sensitivity**, select **High sensitivity** or **Most sensitive**.

Note

You might want to change the touchpad sensitivity back to Medium when you're going to be doing a lot of typing.

[What I type isn't what I see on the screen](#)

Solution 1: Check your keyboard language settings

1. Select **Start > 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). Then select the language, select **Options** and ensure the correct keyboard layout is added. To make sure your language is available for Windows, check the [list of the language packs](#).
3. Here's how to [add an input language and switch between languages](#).

Solution 2: Check your Sticky Keys setting

You'll find them in Ease of Access settings. To learn more, see [Make your PC easier to use](#).

[I'm having trouble with backlighting or the brightness keys](#)

Adjust the keyboard backlighting

To decrease the backlighting brightness, press the **F5** key on your keyboard. To increase it, press the **F6** key.

Notes

- If you don't see these keys on your keyboard, it doesn't have backlighting. For more info, see [Find out which Surface keyboard you have](#).

- The **F1** and **F2** keys on the Surface Type Cover control brightness for the keyboard backlighting only.
- On some Surface models, you can use the **F1** and **F2** keys to dim or brighten the screen. To learn more, see [The Surface touchscreen](#).

[Nothing on my Surface Type Cover works](#)

Reset your Surface

Sometimes, resetting your device can fix problems with accessories. If you reset your device, your device will:

- Remove all your personal settings
- Remove all apps that you installed
- Give you the option of keeping or removing your personal files

For more info, see [Restore or reset Surface](#).

[The fingerprint reader on my Surface Type Cover isn't working](#)

If you're having problems with the fingerprint reader on your Surface Pro 4 Type Cover with Fingerprint ID, see [Troubleshoot problems with Windows Hello on Surface](#).

Notes

- Surface Pro 4 Type Cover with Fingerprint ID isn't available in all countries and regions.
- The fingerprint reader on Surface Pro 4 Keyboard with Fingerprint ID only works with Surface Pro 3, Surface Pro 4, and Surface Pro (5th Gen) devices running Windows 10. If you have a different Surface, you can still use the Cover to type.

If you're still having problems with your keyboard or Surface Type Cover, [get in touch with us](#)